



mrs 5.0
message.routing.system

ERGO Voicemail System



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1 Introduction

1.1 What is ERGO?

ERGO is the name of the new Cynos voicemail system. This system represents access to the MRS Server via telephone. It allows users in an Integrated Messaging (IM) or True Unified Messaging (TUM) environment to access their mailbox and also to perform a multitude of settings by means of telephone keys. Moreover, the system is not bound to a specific type of PBX.

Thus ERGO is the user interface via which the mailbox content is put out and mailbox functions are administered per telephone. Mailbox is the term for the data directory in which all incoming messages, be it an e-mail, a fax or voice message are stored for processing at a later date. With reference to the manifold configuration options provided by ERGO, the system, as its name already suggests, enables ERGOnomic operation of all functions as far as possible.

1.1.1 Installation

ERGO installation occurs automatically with the MRS Server standard Setup if the license key includes this component. It does not matter whether ERGO is implemented with a new MRS Server installation or added to an existing MRS environment at a later date. In the second case the ERGO component is individually selected for installation. During the actual installation reasonable default values are entered for the access numbers to the access modes.

The first three digits of the extension range are sequentially defined for the control mode, the answering machine mode and the express mode.

These default values and all other default settings can be customized after the installation. Editing of the settings occurs via configuration tabs, accessible via the MRS Monitor (see See “ERGO Configuration Tabs” on page 79.).

1.1.2 Access Options

Depending on your intention of dialing ERGO, four different access modes are available:

- **Control Mode**

The control mode (also called direct access), which is reached when you dial a specific code number, offers the full ERGO functionality. After dialing the access number code, you normally need to identify yourself through specification of the individual mailbox number and your PIN (login procedure). If you call from one of the telephones of which the calling numbers have previously been defined as “trusted numbers” (trustworthy calling numbers), the system is accessed via automatic identification. After verification of the access authority you can now access your mailbox to process newly incoming messages, record new messages, modify settings or to establish a connection to another telephone. In addition, mailbox configurations can be altered. Details on direct access operation options are described in this manual under “Control Mode Functions” from page 17.

In “Direct Access“ you can choose from the following two operation modes:

- **Standard Menu**

After first dialing in in the control mode you have automatically accessed the standard menu per default. This menu (described in this manual under “Dialing the Individual Mailbox” from page 19) offers a particularly clear operation of ERGO in control mode. This is intended for users that e.g. operate ERGO for the first time or for someone laying emphasis on simple access to the most important ERGO functions. This mode imparts, besides the basic control mode functions (message playback, recording and sending of new messages and establishing a connection to another telephone), only restricted access to mailbox options (i.e. you can only modify some of the existing mailbox settings). Furthermore this operation mode does not allow any message option configurations (e.g. changing or installing the notification function). When a user has become familiar with the functions after a certain settling-in period, they can decide on whether to use new resp. additional functions by way of switching to the enhanced menu. It would also be conceivable to handle normal operation exclusively via the standard menu and only to change to the enhanced menu for customizing special configurations.

- **Enhanced Menu**

In the enhanced menu (described in this manual under “The Enhanced Menu in Control Mode” from page 31) you can use all options required for modifying notification functions, except special greeting message option configurations. Beyond that you can perform further mailbox settings, such as e.g. recording and activating greetings, recording the individual name for greetings, defining trusted numbers, selecting a language for system greetings as well as altering the PIN. If necessary, you can also return to the standard menu from here.

In addition there is a special operation mode that, however, must first be released by the system administrator:

- **Extended Menu**

In this mode you can set or modify additional options concerning time-dependent greetings. This refers in particular to the definition of the extended greeting options. The extended menu is exclusively intended for users that do not have a computer at their workplace and need to perform further detailed mailbox settings per telephone keypad. Since the definition of these functions is relatively complex and inconveniently executed via telephone, other users should fall back on a corresponding client (for example the Web-Admin etc.). A detailed description of this function is found under “Defining Mailbox Options in the Extended Menu” from page 43.

- **Express Mode**

The express mode is the easiest and fastest way to access the individual mailbox. Therefore this type of access is specially useful when you want to query your mailbox for new messages while being on the road. For this purpose you need to dial the special “express mode” code number from one of the telephones previously defined as “trustworthy” (of which a maximum of three is possible). After the thus initiated automatic identification you receive all new (unread) messages sorted according to the

date of receipt in succession with a message header and the actual message text (body). Thus this access mode does not require a login procedure. There is, however, the disadvantage that only two message functions are available: when you press an arbitrary telephone key (thus send a not particularly specified DTMF tone), the next message is switched to, and pressing an – also arbitrary – key twice in short succession initiates a return call to the subscriber whose message you are listening to. The individual functions to be called and operation details are found under "Accessing the Individual Mailbox in Express Mode" from page 53.

- **Answering Machine Mode**

The answering machine mode (guest access) offers an easy and fast option to generate voice messages and to transmit these to another user. For this purpose you need to dial the answering machine mode access number and subsequently the recipient's mailbox number. A transmission, however, requires the recipient mailbox being in reply mode. When the recipient only activates the infobox (in other words, a greeting is merely played), a message cannot be left. In this case you can immediately address another mailbox. More detailed instructions are given under "Dialing a Foreign Mailbox (Answering Machine Mode)" from page 49.

- **Forwarding Mode**

This access type is automatically started when you set your telephone to the access number of the answering machine mode. When a call is then rerouted to this connection, it is received in the forwarding mode and answered. Depending on the active user settings, the system behaves in forwarding mode like an answering machine where, after a greeting, you can leave a message for the connection calls are rerouted to, or it is only possible to play a greeting (infobox operation). Since an automatic fax recognition is implemented in this access mode, it is also possible to store fax messages in the connection's mailbox. A detailed description of this mode is found under "The Forwarding Mode" from page 53.

1.1.3 User Guidance

The "online user guidance" is particularly convenient. In ERGO it is performed in the form of voice prompts. You can listen to these greetings while operating the system. Depending on the connected PBX you additionally receive pieces of information via the telephone display if the device is such equipped.

When you call the individual or a foreign mailbox, greetings guide you through the selectable options in the various menus. Depending on the menu branch you are currently in, these greetings name the functions that can be performed and also the entries you need to make to trigger the functions. Thus you could e.g. be asked to press a certain numeric key to select a function or to enter a calling number (resp. your PIN). Thereby you can make entries anytime during a greeting and need not wait for it to end.

In each menu branch it is possible to obtain detailed assistance on the currently selectable functions through pressing the **0** key.

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1.1.3.1 Having System Greetings Repeated

If you do not trigger any of the announced functions in the menu, thus no key is pressed, the greeting is repeated in a more detailed form. Therefore simply wait until the greeting is repeated if you want to listen to it once again. This is particularly reasonable when you could not properly hear a greeting. If you still do not make any entries after a specific number of greeting repetitions, the system clears the connection.

1.1.3.2 Wrong Entries

In the event that you enter a number invalid in a menu where you want to make a selection, the system informs you accordingly with a corresponding greeting (“invalid entry”) before it continues naming the functions available in the menu and the entries required for their activation.

1.1.3.3 Requesting Help

In case you are not really shure about the purpose of the announced functions any more, press the **0** key to obtain detailed assistance. These additional help greetings explain the current selection options of the menu you have just accessed.

1.1.3.4 Returning to the Main Menu

Should you “lose your way” in the system, in other words, you do not know which menu branch you have currently accessed, press the hash (#) key to return to the main menu anytime. Depending on the menu branch you are in, it may be necessary to press the hash key several times in succession to return from the various menu levels to the main menu.

Key	Function
	Exit and back to the previous menu level.

1.1.3.5 Terminating the Connection

You can terminate the connection to ERGO anytime simply by putting the phone down.

Remark: In the event that you have previously recorded a message in the ERGO menu and the recipient number is known, the prepared message is sent when you put the phone down. It does not matter whether the calling number has already been determined by automatic calling number recognition or by an entry that you have performed. The same applies when you have just recorded a greeting. Here as well your activities are accomplished with putting the phone down, thus the greeting is stored.



To terminate the connection to ERGO (as the case may be with transmission of a prepared message):
Put the phone down

1.1.3.6 Icon Explanation



Picking up the phone.



Speaking.



Putting the phone down.



Entering a digit string, for example a telephone number or a PIN.

2

Entering commands via keys (entering sequence from left to right). The indentation of the key icons indicates branching to another menu level.

3

1.1.4 The ERGO Menu Structure

The ERGO menu structure resembles a tree the branches of which figuratively speaking form the single menu levels. Thus the main menu level which is reached first after the successful login procedure could be considered the tree's trunk from which you can branch to the single main - and further to the detail functions. In the description of this menu structure (for example in the control mode standard menu) you first find an overview of all functions originating from the main menu. Subsequently, starting from the main functions, the entire menu structure is explained in detail.

1.1.4.1 Standard Key Allocation

All entries you perform to use ERGO are exclusively made via keypad, thus with the **0** to **9** keys, the ***** (star) key and the **#** (hash) key.

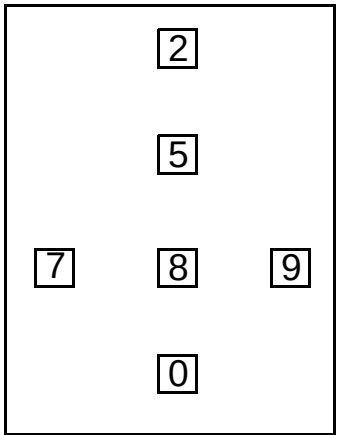
Some recurring commands have been standardized for simplification. In other words, specific repetitive functions are always triggered with the same keys. Of course they depend on whether the currently initiated

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function makes sense in the just selected menu. In the control mode main menu the commands are distributed among the keypad layout as follows:

Telephone Keypad Layout

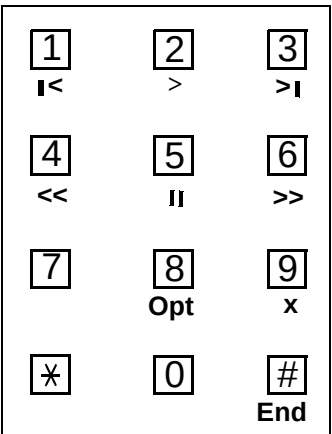


Function

- 2 Message playback
- 5 Pause activated/deactivated (interrupting and continuing message playback)
- 7 Call functions
- 8 Switching to the options menu
- 9 Deleting the currently played back message
- 0 Requesting help (detailed help greetings)

During message playback you can execute the following standard commands (without greeting!):

Entry Keys



Functions with Message Playback

- 1 Back to the previous message
- 2 Starting playback anew
- 3 Going to the next message
- 4 Rewinding by eight seconds resp. three sentences
- 5 Playback pause
- 6 Running forward by eight seconds resp. three sentences
- 8 Terminating playback and switching to the options menu
- 9 Deleting a message
- 0 Activating detailed help greetings
- # Terminating playback and returning to the main menu

Under the keys, by way of illustration, you find the common audio tape icons

1.1.4.2 Star and Hash Key

In this manual we assume that the star key generally serves to confirm previously made entries or to send messages. The hash key is used for functions such as cancelling or correcting. This functionality comes into effect per default after the installation and is therefore described here in this way. But since some countries prefer the hash key as standard for confirming entries, the administrator can exchange the function of the two keys by way of the corresponding setting. This means the star key adopts the hash key's function and vice versa.

Since a manual cannot be newly issued for each of the two cases, consider which setting currently applies to your device. If the internationally customary operation of the hash key as means of confirmation corresponds to your device configuration, take this fact into account while reading the manual.

1.1.4.3 Special Commands ((Shortcuts) for the Practiced User

Practiced users that are in a hurry can interrupt greetings with entries to quickly maneuver within the system. The following list indicates the available options:

- When you call the control mode you are normally prompted to enter a box number and confirm it with the star key. If this call is made from your workplace telephone, having the same calling number as the mailbox, you can directly access your mailbox after enabling the star key (*) as the telephone calling number is taken for the box number (the ANI is accepted as box number). Subsequently you only need to enter the PIN to identify yourself as authorized user.

Important: If simplified mailbox access has been set by means of the *-aab* configuration parameter, pressing the star key is also superfluous and you can directly start entering your PIN. Whether or not this feature is available to you can be learned from the system administrator.

- The greeting you listen to before making an arbitrary recording ("Enter your greeting/message/name after the tone..." "To Finish...") can be cancelled with pressing key 5. Thereafter you hear the beep that indicates the immediate recording start. Select the hash key (#) to cancel recording.
- The mailbox status greeting ("You have xxx new messages") directly played after you have dialed in is interrupted when you press key 2. Mailbox access is then provided at once and you can listen to the messages newly received. When you enable the hash key (#) here you are immediately taken to the control mode main menu.
- Help greetings played during message header resp. message output can be cancelled through selection of an arbitrary key. The function probably associated with the key is not triggered then.
- Nearly all greetings can be interrupted with a keystroke but, contrary to the behaviour with help greetings described above, the corresponding function initiated then is accepted as entry. Thus you can forestall entries without listening to the entire menu (for example with name recording: while the current name is put out you can already press key 5 (new name recording) or star (maintain name greeting)).

2 Operating ERGO

2.1 Control Mode Functions

You can use your individual mailbox in control mode through entry of the service access number (in case of doubt consult your system administrator for this number), the box number and subsequently your PIN. When you use your mailbox for the first time you receive a default PIN which, with reference to securing your data, should be changed immediately (see "Changing the PIN" on page 42). It does not matter from where you call to access you mailbox. After a successful completion of the login procedure you can use your mailbox without restriction. You are enabled to:

- Edit newly incoming messages or those already played:
 - Listening to new or already played messages (you can play all voice messages and, if a Text-to-Speech converter (TTS) is installed, also e-mails. With fax messages only the associating message header is put out. However, message options can be fully used here.)
 - Delete messages,
 - directly establish a connection to a message's originator,
 - immediately send a reply to the originator, or
 - attach a comment to the message and forward it.
- Record new messages and transmit them.
- Be connected with another subscriber or directly with the operator.
- Modify your mailbox options – of which the following are found in the standard menu:
 - Recording a greeting and activating it,
 - recording your name, which then appears as originator information in the message header at the recipient,
 - switching from the standard to the enhanced menu,
 - and additionally in the enhanced menu:
 - Recording up to nine greetings and activating one of them,
 - defining trusted numbers (maximum of three),
 - selecting the language for system greetings,
 - changing the individual PIN for telephone access,
 - switching the reply mode (answering machine or information greeting).

- Alter your message options (only possible in the enhanced menu)
 - Installing the notification function (informs about the arrival of new messages). This includes the definition of a mobile phone number as address for the notification and specifying the type of message the notification is to apply to),
 - configuring further specific message options (sorting or filtering switch in the mailbox, accepting messages with attributes such as “urgent” or “confidential”).

To operate ERGO, some standard entries can be made of which, however, only those are selectable that make sense in the corresponding menu. See also “Standard Key Allocation” on page 13.

2.1.1 Overview of Main Menu Functions

The following overview includes all commands that can be called from the main menu. The “Page” column informs you about where to find the detailed description of the respective function in this manual:

Key	Function	Page
2	Playing received and already read messages. The output sequence (sorting) can be configured by the user (Web-Admin).	21
5	Recording and sending a new voice message.	26
7	Connecting to an arbitrary subscriber.	27
0	Activating a detailed help greeting on the main menu.	12
*9	Activating/deactivating automatic speech recognition (ASR). Starting from the current state the respectively other state is selected via this key combination: Press star, then 9.	12

Additionally in standard mode

9	Setting mailbox options (recording a greeting announcement, the individual name and switching from the standard to the enhanced mode).	28
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Key	Function	Page
-----	----------	------

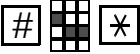
Additionally in the enhanced menu

8	Setting message options (notification and further voice-mail options).	32
9	Setting mailbox options (extended functional range). For example you can now record up to nine greetings and select two of them (for internal/external calls), defining trusted numbers, changing the language selection for system greetings and the individual PIN.	34

2.1.2 Dialing the Individual Mailbox

You can dial your individual mailbox from your telephone as well as from an arbitrary internal or external device. When you call your mailbox via the public telephone network, first dial the exchange connection of your organization, followed by the control mode service access number. As soon as you have entered and confirmed the valid service access number, greetings immediately set in to guide you through the system.

Entry Keys	Function
	With calls via the public network: Dial the exchange connection of your organization via the public telephone network, then proceed with entering the service access number.
or	
	From an arbitrary connection within your organization: Enter the service access number directly. You are then prompted to enter the mailbox (voicebox) number.
then	
 	Enter your mailbox number and press star to confirm the entry.

Entry Keys	Function
	When you have entered an incorrect mailbox number: Press hash to delete the entire entry and repeat entry of the mailbox number. Press star to confirm the new entry. You are then prompted to enter your PIN.
subsequently 	Enter your PIN and press star for confirmation.
as the case may be 	When you have entered an incorrect PIN: Press hash to delete the entire entry and repeat entering the PIN.

After identifying yourself via these entries you have directly accessed the main menu to edit your mailbox and a greeting first informs you as to whether you have received any new messages.

2.1.3 Terminating ERGO

You can clear the connection to ERGO any time (this means no matter where you are in the menu). To terminate ERGO, simply put the phone down:



Clearing the connection to ERGO (as the case may be with transmission of a prepared message):
Put the phone down

2.1.4 Selection Options in the Control Mode Main Menu

In the following description of the single functions we assume that you have already accessed the main menu (through dialing the service code number for the control mode with subsequent entry of the individual mailbox number and PIN). Dialing in in the control mode can initiate two different starting scenarios:

1. A new message has arrived since the last voicebox query (announcement: “You have one new message“). **Remark:** if several new messages have been received in this period, the number of new messages is announced then (“You have x new messages”).

In this case all messages in the voicebox are automatically played, starting with the new, thus unread, ones. The playback sequence of the new messages is so determined that the new message arriving last is put out first. Pressing the hash (#) key enables you to stop playback any time to return to the main menu for selecting another function.

2. No new messages have arrived in the meantime (greeting: “You have no new messages”):

Now you are free to decide which function to call. If you want to start playback of messages that you have already read, press 2 to trigger this function manually. Here as well you can interrupt playback any time (hash # key) and return to the main menu.

In both cases the message header is transmitted first. It contains information concerning the number of new messages, the status (read or unread), the type of message (voice or e-mail message etc.), the originator and the time of arrival. Subsequently the associating message (body) is put out. When you listen to all messages until the last one, you are automatically taken back to the main menu after the last message has been played and you can then perform further operations.

2.2 General Operation in Control Mode

2.2.1 Playing Received and Already Read Messages

Press 2 in the main menu to access this submenu.

Key	Function
2	Listening to received and already read messages. The user can configure (Web-Admin) the output sequence (sorting).

After pressing 2, playback immediately commences with the message header of the first message; then follows, if you do not have selected an editing function, the automatic output of the message text.

Operation During Message Header Playback

While the message header is put out you can make the following entries to control the playback procedure or to select other options:

Key	Function
2	To cancel the message header output and directly initiate the message playback: Press 2 .
1	To skip to the previous message: Press 1.
3	To skip to the next message: Press 3.

Key	Function
9	To delete a message the header of which is being played: Press 9.
8	To skip to the end of the current message and branch to the menu with the operating options for this message: Press 8. Subsequently you can call the following functions applicable to the current message:
5	To immediately answer a message: Press 5. Thereafter you are prompted to record the reply text after the signal.
*	To finish reply recording: Press star. (If required, recording can be resumed with pressing 5, thus enabling the star key also corresponds to the pause function).
*	To send a reply (this is alternatively accomplished when you put the phone down to clear the connection to ERGO): Press star.
2	To review the reply: Press 2. Subsequently you can listen to the text you have recorded.
5	To continue recording (pause function): Press 5.
8	Depending on the status of the arriving message (“normal”, “important”, “confidential” or “important” and “confidential”), you can set the status here. Press 8.
4	To dismiss the current recording and start a new one: Press 4.
#	To cancel reply recording and return to the menu with the function options for this message: Press hash.
0	To request detailed help on the functions that can be performed after recording a reply: Press 0.

Key	Function
-----	----------

Further operation options (after entry of 8 during message playback)

8	To forward the current message to other subscribers (in doing so it is possible to attach a voice comment to the message): Press 8. Remark 1: The message can be simultaneously forwarded to several subscribers. Remark 2: Via this function you can forward an incoming fax to a fax device where it is put out then.
✱	To enter a recipient calling number and confirm it with the star key: Dial the calling number and press star. After confirmation with the star key you are prompted as to whether you want to address (dial) further subscribers (greeting: “next recipient?”), so that these receive the message as well. Simply repeat the previously described procedure with the corresponding calling numbers: Enter the calling number and press star etc.
✱	To finish entering a calling number: Press star. Subsequently you are prompted to record the comment after the tone.

as the case may be

#	To correct a wrong calling number entry: Press hash. After enabling the hash key you are taken back to the menu option where the calling number is to be entered.
---	---

After recording, the following functions are available:

✱	To finish comment recording (pause): Press star. (If required, recording can be continued with pressing 5, thus enabling the star key also corresponds to the pause function).
✱	To send a message with comment: Press star.

Key

Function

2	To review the comment: Press 2.
5	To continue comment recording after a break: Press 5.
8	Depending on the status of the arriving message (normal or important), you can shift the status either from “normal” to “important” or from “important” to “normal”. Press 8.
4	To dismiss the current comment recording and start a new one: Press 4.
#	To cancel comment recording and return to the menu with the function options for this message: Press hash.
0	To request detailed help on the functions available after comment recording: Press 0.

Additional operating options

2	To restart message playback: Press 2.
1	To continue playback with the message previously put out: Press 1.
3	To continue playback with the next message: Press 3.
9	To delete the current message and continue playback with the next message: Press 9.
7	To directly call back the originator: Press 7.
#	To cancel the procedure and return to the main menu: Press hash.

Key

Function

0

To request detailed help on the additional operating options:
Press 0.

Continuation of the operating options during message header playback

#

To cancel message playback and return to the main menu:
Press hash.

0

To request detailed help on the functions available during message header playback:
Press 0.

Operation During Message Playback

While the actual message (body) is put out, you can make the following entries to control the playback procedure or to branch to other options:

Key

Function

2

To restart message playback (inclusive the message header):
Press 2.

1

To skip to the previous message:
Press 1.

3

To skip to the next message:
Press 3.

5

To stop message playback (pause):
Press 5.

4

To rewind playback by eight seconds resp. three sentences:
Press 4.

6

To run forward in playback by eight seconds resp. three sentences:
Press 6.

9

To delete the message just given out:
Press 9.

Key	Function
8	To skip to the end of the message currently put out and branch to the menu with the function options for this message: Press 8. When you enable key 8, the same functions are selectable as with the previously described branching from the message header playback (see page 22, “...branch to the menu with the operating options...”).

Further functions during message playback

#	To cancel message playback and return to the main menu: Press hash.
0	To request detailed help on the functions available during the message body output: Press 0.

2.2.1.1 Recording and Sending a New Message

You are taken to this submenu after pressing 5 in the main menu.

Key	Function
5	Recording and sending a new message. Remark: This message can be simultaneously sent to several recipients.

After you have pressed key 5 (you then receive the “Recipient?” greeting), you can immediately start entering the calling number(s) for the recipient voicebox(es). Thereafter the following operating options are available:

Key	Function
 *	To enter the voicebox number and confirm the entry with the star key: Enter digits and press star. After confirmation with the star key you are prompted as to whether you want to address (dial) further subscribers (greeting: “Next Recipient?”), so that these receive the message as well. Simply repeat the previously described procedure with the corresponding calling numbers: Enter new digits and press star etc.

Key	Function
as the case may be	
	To correct a wrong voicebox number entry: Press hash. After enabling the hash key you are taken back to the menu option where the calling number is to be entered.
	To finish entering calling numbers: Press star. Subsequently you are prompted to record the reply text after the tone. Further functions now selectable are identical with those described under "After recording, the following functions are available:" on page 23.

2.2.1.2 Calling another Subscriber from the Main Menu

Via this menu option you can dial an arbitrary subscriber. This can be e.g. a voicebox or any external connection. Prerequisite for dialing an external subscriber is that you have the corresponding privilege. You reach this submenu when you press 7 in the main menu.

Key	Function
	Establishing a telephone connection to another subscriber

After pressing key 7 you can immediately enter the calling number or, via the star key, be connected with the operator:

Key	Function
	To enter the calling number: Dial the calling number.
	To confirm the calling number entry: Press star. Subsequently the connection is set up.

Key	Function
#	If you do not enable the star key for calling number confirmation but press the hash key instead, this action is cancelled and you are taken back to the main menu.

The following operation options are given alternatively to entering calling numbers:

*	To establish a connection to the operator: Press star.
---	---

or

#	To stop the process and return to the main menu: Press hash.
---	---

2.2.2 The Standard Menu in Control Mode (Simplified Mailbox Options)

The operating options described so far are the basic functions in control mode. In this mode they are always available, no matter which user settings (standard or enhanced menu) have been selected. After first dialing in in the control mode you automatically access the menu that only provides the settings of the standard menu. Besides the previously described functions you can therefore also use the simplified mailbox options. They comprise recording **one** greeting, recording the individual name and switching to the enhanced menu.

2.2.2.1 Mailbox Options in the Standard Menu

You reach this submenu after pressing key 9 in the main menu.

Key	Function
9	Mailbox function setting.

After enabling key 9 you can choose from the following functions:

Key	Function
1	To record a new greeting: Press 1. Subsequently you first hear the currently active greeting. Then you can make the following entries:
5	To record the greeting: Press 5. Thereafter you are prompted to record the greeting text after the tone.
*	To stop recording the greeting (pause): Press star. (If required, recording can be continued with pressing key 5, thus enabling the star key also corresponds to the pause function).
*	To copy the new greeting: Press star again.
2	To review the greeting: Press 2.
5	To continue greeting recording after a break: Press 5.
4	To dismiss the current greeting and start recording a new one: Press 4.
#	To cancel greeting recording and return to the mailbox options menu: Press hash.
0	To request detailed help on the functions available with greeting recording: Press 0.

If you do not want to record a new greeting:

*	To keep the old recording and return to the mailbox options menu: Press star.
#	To delete the recording and return to the mailbox options menu: Press hash.

Key

Function

Further mailbox option settings

2

To branch to the menu for recording the individual name:

Press 2.

Your current name greeting is immediately played.

To keep the recording and return to the mailbox options menu:

Press star.

or

5

To rerecord the individual name:

Press 5.

Subsequently you are prompted to record your name after the tone.

After recording your name you can use the same functions as after recording the greeting.

To finish recording the individual name (pause):

Press star.

(If required, recording can be continued with pressing key 5, thus enabling the star key also corresponds to the pause function).

To copy the new greeting:

Press star again.

2

To review the name greeting:

Press 2.

5

To continue name greeting recording after a break:

Press 5 .

4

To dismiss the current name greeting and start recording a new one:

Press 4.

#

To cancel name greeting recording and return to the mailbox options:

Press hash.

0

To request detailed help on the functions selectable with name greeting recording:

Press 0 .

Key	Function
-----	----------

Further mailbox options available here are:

9	To switch to the enhanced menu: Press 9.
0	To play detailed help greetings on the mailbox options menu settings: Press 0.
#	To cancel the process and return to the main menu: Press hash.

2.2.3 The Enhanced Menu in Control Mode

(Access to all mailbox options and setting of message options)

When you enable key 9 and the standard menu was previously selected (the standard menu is also accessed when you use ERGO for the first time), you reach the enhanced menu of the control mode. Here you can set the following additional options:

Message options (to be reached via key 8) that refer to the transmission of notifications on incoming messages. These are in detail:

- Entry of the mobile phone number the notification is sent to,
- definition of the message types you are to be notified about,
- determination of further message options (for example: selecting the sorting sequence and filtering or labeling messages (urgent, confidential)).

Extended mailbox options (to be reached via key 9):

- of which the following refer to greetings:
 - Preparing up to nine different greetings,
 - activating one of these greetings,
 - switching the mailbox playback mode from answering machine to infobox (mere information greeting without the option to leave a message).
- Recording the individual name (procedure as in standard mode).
- Defining “trusted numbers”.
- Selecting a language for help greetings.
- Changing the PIN.
- Switching back to standard mode.

2.2.3.1 Defining Message Options in the Enhanced Menu

The notification function allows transmission of a note per SMS (Short Message Service) to the mobile phone to inform you about the arrival of new messages. You can determine for which type of message this notification is sent.

Press 8 in the main menu to reach the submenu for setting message options.I

Key	Function
8	To set message options: Press 8.

Installing the Notification Function

After pressing key 8 you can install the notification function:

Key	Function
1	To define the mobile phone number the notification is to be sent to: Press 1.
	To enter the mobile phone number: Enter digit sequence.
*	To confirm the calling number: Press star. Subsequently you are taken back to the message options menu.
#	If you do not press the star key for calling number confirmation but the hash key instead, this action is cancelled and you return to the menu where you can set message options and start this process anew for a possible mobile phone number correction. Press number sign.

Activating the Notification Function

2	To activate notifications: Press 2. You can now decide for which type of messages notifications are to be sent.
1	To activate notifications for newly arriving voice messages: Press 1.

Key	Function
2	To activate notifications for newly arriving fax messages: Press 2.
3	To activate notifications for newly arriving e-mail messages: Press 3.
#	To cancel the process and return to the message options menu: Press hash.
0	To request detailed help greetings on activating notifications: Press 0.

Defining Additional Message Options

3	To define additional message options: Press 3.
1	To switch the mailbox sorting sequence from the system default setting to the user defined default: Press 1. Remark: User definitions for message output sorting are performed via the Web Administrator. The criteria according to which incoming messages are given out are determined there. Specification can be executed according to urgency, time (last or first message is put out first) or service (sequence: e-mail, fax, voice message or vice versa: voice message, fax, e-mail). More details are found in the Web Admin description.
2	To switch the mailbox filter function from the system default setting to the user defined default: Press 2. Remark: User definitions for message output filtering are performed via the Web Administrator. The periods and services to be considered for message playback can be set there. More details are found in the Web Admin description.

Key	Function
3	Whether or not to allow messages labeled as “urgent” arrive at the mailbox via the answering machine mode: Press 3. Remark: This setting does not affect messages received per distribution list.
4	Whether or not to allow messages labeled as “confidential” arrive at the mailbox via the answering machine mode: Press 4. Remark: This setting does not affect messages received per distribution list.
#	To cancel the process and return to the message options menu: Press hash.
0	To request detailed help greetings on the enhanced message options: Press 0.

Alternative entry options in the message options menu

0	To request detailed help greetings on the message options: Press 0.
#	To cancel the settings in the message options menu and return to the main menu: Press hash.

2.2.3.2 Defining Mailbox Options in the Enhanced Menu

Furthermore, the enhanced menu allows additional mailbox option definitions. When you now call the submenu for setting mailbox options (you reach this submenu when you press key 9 in the main menu) you can:

- Edit greetings. This includes:
 - Preparing up to nine different greetings,
 - activating these greetings,
 - switching the mailbox playback mode from answering machine to infobox (mere information greeting without the option to leave a message).
- Record the individual name (procedure as in standard mode).
- Define “trusted numbers”.

- Select the language for assistance greetings.
- Change your PIN.
- Switch back to standard mode.

Defining Greetings

Greeting definition is performed in three steps:

1. Recording greetings (nine different greetings are possible)
2. Activating one of these nine greetings
3. Determining whether your mailbox is to operate in reply mode or merely as infobox (in reply mode a caller can leave a message, infobox operation only allows listening to a greeting).

Proceed as follows:

Key	Function
9	To branch to the submenu for setting mailbox functions: Press 9.

After you have enabled key 9 you can choose from the following functions:

Key	Function
1	To branch to the submenu for defining greetings: Press 1. Subsequently the currently activated greeting is played. Then you can make the following entries:

Recording the greeting

1	To branch to the submenu for recording the greeting: Press 1.
----------	--

Key



Function

Selection of the storage location for the greeting. You can use the keys 1...9 as selection criteria under which the respective greeting is/will be stored: Press one of the 1...9 keys.
Subsequently the greeting currently stored in the respective storage location is played.

Instead of entering digits, the following functions can be triggered as alternative:



To request a detailed help greeting on this menu:
Press 0.



To cancel the process and return to the submenu for recording a greeting:
Press hash.

After playing the selected greeting



To record a new greeting:
Press 5.
Subsequently you are prompted to record the greeting text after the tone.



To finish recording the greeting (pause):
Press star.
(If required, recording can be continued with pressing key 5, thus enabling the star key also corresponds to the pause function).



To copy the new greeting:
Press star again.



To review the greeting:
Press 2.



To continue recording the greeting after a break:
Press 5.



To dismiss the current name greeting and start recording a new one:
Press 4.



To cancel recording the greeting and return to the mailbox options menu:
Press hash.

Key	Function
	To request detailed help on the functions for greeting recording: Press 0.

Alternative to recording the greeting text (key 5)

	To delete the currently selected greeting: Press hash.
	To keep the currently selected greeting: Press star.
	To request detailed help on the functions for recording the greeting: Press 0.

Selecting and activating a greeting

	To select and activate a greeting: Press 2.
	Selection of the storage location where the desired greeting is saved. You can use the keys 1...9 as selection criteria under which the respective greeting is stored: Press one of the 1...9 keys. Subsequently the greeting currently stored in the respective storage location is played.
	To use a greeting for internal messages only: Press 1.
	To use a greeting for external messages only: Press 2.
	To use a greeting for internal as well as external messages: Press 3.
	To cancel the process and return to greeting selection (another greeting can then be immediately picked): Press hash.

ERGO

Operating ERGO

Key

Function

0

To request a detailed help greeting on this menu option:
Press 0.

You can alternatively trigger the following functions instead of entering a number:

0

To request a detailed help greeting on this menu:
Press 0.

#

To cancel the process and return to the submenu for recording a greeting:
Press hash.

Defining the reply mode

3

Defining the reply mode.

The reply mode is default set in a way that every caller can leave a message in your mailbox (answering machine mode). If you want to put a stop to this option, in other words, the caller is only to listen to a greeting (infobox mode), select this function to toggle between the two modes:
Press 3.

0

To request detailed help greetings on the setting options in the greetings menu:
Press 0.

#

To cancel the process and return to the mailbox options menu:
Press hash.

Recording the Individual Name

Key	Function
9	To branch to the submenu for setting mailbox functions: Press 9.
2	To record the individual name: Press 2. The now possible operational steps are identical with those already described with the standard mode. See: "Further mailbox option settings" on page 30.

Defining the "Trusted Numbers"

The system considers a "trusted number" a specially defined calling number that rightly authorizes the caller to access their mailbox. Thus these numbers are special terminal device calling numbers freely definable by the user who can then, after dialing the corresponding access code number, access the individual mailbox without specifying a PIN. This can occur either via express or control mode (for example from the mobile phone or from the private extension). In ERGO you can define up to three calling numbers as "trusted numbers". **Attention:** Keep in mind that "trusted numbers" may lead to a security problem when they get unsealed. Everybody who is informed about which connection has been defined as "trusted" is in full control of a foreign mailbox. Access to the express mode, however, requires the definition of at least one trusted number..

Key	Function
9	To branch to the submenu for setting mailbox functions: Press 9.
3	To define "trusted numbers": Press 3. Subsequently you are prompted to determine one of the three storage locations for saving the "trusted number".
	To enter the storage location (1...3): Press 1, 2 or 3. Subsequently the "trusted number" (if already available) currently stored in the selected location is put out.

Key	Function
-----	----------

Instead of entering a storage location you can call the following functions:

#

To cancel the process and return to the mailbox options menu:
Press hash.

0

To request detailed help greetings on the options in the activating trusted numbers menu:
Press 0.

After entering the storage location:



For a new definition or alteration, enter the calling number of the telephone connection to be trusted:
Enter a calling number.

*

To confirm the entered calling number:
Press star.

#

To correct the entered calling number:
Press hash.
You immediately reach the menu branch where you are prompted to enter a calling number. Thus you can enter the new calling number at once.

For selection of a calling number already listed in the MRS database:

*

Instead of entering a calling number you can select one of those already existing in the database:
For this purpose press star instead of entering digits.
Via a greeting the possible calling numbers from your database entries are then offered for selection.

1

To select the calling number from the “business phone” database field, i.e. the number of your workplace telephone:
Press 1.

2

To select the calling number from the “mobile” database field, thus the mobile phone number:
Press 2.

Key	Function
3	To select the calling number from the “private phone” database field (private telephone number): Press 3.
4	To select as trusted number the calling number of the phone you are having in use: Press 4.
#	To cancel this setting process and return to the menu for entering the trusted number: Press hash.
*	To delete the trusted number of the currently selected storage location: Press star.
0	To request detailed help greetings on selecting trusted numbers from the database: Press 0.

Language Selection

Depending on the system configuration, greetings can be played in several languages. Make your selection in the following manner:

Key	Function
9	To branch to the submenu for mailbox functions setting: Press 9.
4	To branch to the language selection menu: Press 4. The greeting then names the possible languages and also the numbers you need to press to select the desired one.
	To enter the code number of the desired language (1...N): Press 1, 2, etc.
0	To request detailed help greetings on the language selection options: Press 0.

Key	Function
	To exit this process with keeping the set greeting language and return to the mailbox options menu: Press hash.

Changing the PIN

When you log in at ERGO (login procedure), you generally need to enter a PIN as security measure, unless access occurs via a trusted number (see above). For this purpose the system administrator assigns you a PIN that enables the first access to ERGO. With this first access you should at any rate change the assigned PIN so that you are the only person knowing this number. It identifies you as authorized to access the system. When entering the PIN you must not remain under or exceed a fixed number of digits default set by the administrator.

Key	Function
	To branch to the submenu for setting mailbox functions: Press 9.
	To branch to the PIN alteration menu: Press 5.
	To enter the new PIN according to the defaulted number of digits: Enter digit sequence.
	To confirm the entry: Press star. Subsequently you need to enter the new PIN a second time.
	To correct the entry: Press hash. Thereafter you automatically return to the mailbox options menu. To enter the PIN anew, press 9, then 5 etc. again (see above).
	To enter the new PIN again for confirmation: Enter digit sequence.
	To finish entering the new PIN and return to the mailbox options menu: Press star.

Key	Function
#	To cancel entering the PIN for correction and return to the mailbox options menu: Press hash.

Additional mailbox options:

Key	Function
9	To switch to the standard menu: Press 9.
0	To activate detailed help greetings on the setting options in the mailbox options menu: Press 0.
#	To cancel the process and return to the main menu: Press hash.

2.2.4 Defining Mailbox Options in the Extended Menu

The extended menu represents a specific feature in operating ERGO. It is exclusively intended to enable users not having a computer at their workplace to define further detailed mailbox options per telephone key-pad. Since the definition of these functions is relatively complex and laborious via telephone, other users should fall back on a corresponding client (for example the Web Admin etc.). In addition, the Web Admin offers e.g. a more accurate time definition as regular time profiles for greetings can be created there.

If some users require this setting option, the system administrator releases this function upon configuring the ERGO script. Otherwise the user can only toggle between the standard and enhanced menu as the need arises.

The extended menu enables users to set additional mailbox options after they have switched to the enhanced menu. This concerns more detailed setting functions to activate greetings.

You can perform the following:

- Settings for greetings to be played during business hours (daytime mode),
- settings for greetings to be played out of business hours (nighttime mode),
- definition of the associating time settings,
- testing the complete settings.

2.2.4.1 Mailbox Options in the Extended Menu

As in the enhanced menu you reach these additional settings through calling the greetings activation menu:

Key	Function
9	To set mailbox functions: Press 9.

After pressing key 9, enable key 1 to branch to the greetings setting menu once more...

Key	Function
1	To record a new greeting: Press 1. Remark: Through enabling key 1 you can record greetings here if you have not done this before.

...and from there, via key 2, you proceed to the greetings activation menu:

Key	Function
2	To activate greetings: Press 2.

Here you can use the following additional functions (first at a glance):

Key	Function
1	To set greetings for the daytime mode: Press 1.
2	To set greetings for the nighttime mode: Press 2. Remark: The operational steps for defining the nighttime mode are identical with the daytime mode settings.
3	To set time definitions: Press 3.
4	To review the entire settings: Press 4.

Key	Function
0	To request detailed assistance on the current setting options: Press 0.
#	To exit the process and return to the extended settings menu: Press hash.

Setting Daytime Mode Greetings

In the following you find a description of the entire menu, serving to define all settings referring to this type of greetings. It includes the functions:

- Definition as to whether greetings are to be set separately for internal and external calls or for both the same,
- selection of the respective greeting for this purpose,
- installation of the answering machine function (enabling callers to leave a message or not),
- decision on whether or not greetings may be interrupted by an entry while being played.

Key	Function
1	To define daytime mode greetings: Press 1.
1	To determine separate greetings for internal and external calls: Press 1. Remark: Subsequently you are prompted to first select the corresponding greeting (1...9) for internal calls .
3	To define a greeting to be played with internal as well as external calls: Press 3 . Remark: Subsequently you are prompted to first select the corresponding greeting (1...9) . Remark: After definition of a greeting for internal callers, the procedure must subsequently occur for external callers in the same way, too. Apart from that, the following settings are identical for both cases (separate greetings for internal/external calls or the same greeting for both). In other words, no matter whether you select 1 or 3, the processes are the same in each case.
	To enter the storage location where the desired greeting is saved: Enter the corresponding number (1...9). Subsequently the selected greeting is played for reviewing.

Key	Function
0	To request detailed assistance on the current setting options: Press 0.
#	To cancel the process and return to the menu branch where you can define greetings for daytime/nighttime mode and perform the associating time settings: Press hash.

After playback of the currently selected greeting the following functions are available:

1	To operate the mailbox in info mode (no message can be left): Press 1.
3	To set the answering machine function (a message can be left then): Press 3.
0	To request detailed assistance on the current setting options: Press 0.
#	To exit the process and return to the menu branch where you can select a greeting storage location: Press hash.

Subsequently:

1	Greetings must not be cancelled by means of an entry: Press 1.
3	Greetings may be cancelled by means of an entry: Press 3.
0	To request detailed assistance on the current setting options: Press 0.
#	To cancel the process and return to the menu branch where you can select a greeting storage location: Press hash.

From here start the same procedure for external calls. As regards the entry options it is identical with the previously described one.

Setting Nighttime Mode Greetings

Key	Function
2	To branch to the menu with greetings activation settings: Press 2.
2	To define nighttime mode (out of business hours) greetings: Press 2.
	From this entry the same scenario occurs as with daytime definitions.

Time Definitions to Switch from Daytime to Nighttime Mode

Key	Function
3	To branch to the configuration menu for defining operating times: Press 3. Here a greeting first informs you about the current time setting.
1	To determine the daytime mode starting time (this starting time simultaneously marks the end of the nighttime mode): Press 1. Now you can enter the time from which the desired daytime mode greetings are to be played. The entry format is hhmm (h = hour, m = minute). Both these entries need to be two-digit.
	To enter the time from which the desired daytime mode greetings are to be played: Enter the corresponding digits. Example: You start working at half past seven. The corresponding entry for activating the greetings that you have selected for this period is therefore 0730 .
3	To determine the nighttime mode starting time (this starting time simultaneously marks the end of the daytime mode): Press 3. Now you can enter the time from which the desired nighttime mode greetings are to be played. The entry format is hhmm (h = hour, m = minute). Both these entries need to be two-digit.

Key	Function
	To enter the time from which the desired nighttime mode greetings are to be played: Enter the corresponding digits. Example: The greetings intended for nighttime mode are to be activated from 16:45. The corresponding entry must then be 1645 .
0	To request detailed help on the current setting options: Press 0.
#	To cancel the process and return to the menu branch where you can define greetings for daytime/nighttime mode and perform the associating time settings: Press hash.

Testing the Entire Daytime resp. Nighttime Mode Settings

Key	Function
4	To review the entire settings: Press 4.
1	To listen to the set daytime mode greetings: Press 1. Now you hear (with reference to daytime mode) the corresponding greeting for internal callers first. Then you are informed as to whether this greeting can be interrupted or not. Subsequently the same is put out for external callers.
2	To listen to the set nighttime mode greetings: Press 2. Now you hear (with reference to nighttime mode) the corresponding greeting for internal callers first. Then you are informed as to whether this greeting can be interrupted or not. Subsequently the same is put out for external callers.
3	To play the set times for switching from daytime to nighttime mode: Press 3. Subsequently the daytime mode starting time is put out first, followed by the nighttime mode starting time.

Key	Function
	To request detailed assistance on the current setting options: Press 0.
	To cancel the process and return to the menu branch where you can define greetings for daytime/nighttime mode and perform the associating time settings: Press hash.

2.3 Dialing a Foreign Mailbox (Answering Machine Mode)

Access to the answering machine function occurs via a special code number of which you are informed by the system administrator as the case may be. In this mode you can directly dial the message assistant (voice-mail) of an arbitrary subscriber. You are then enabled to leave a message in the mailbox or an infobox greeting is merely played. This again depends on the mode set by the respective subscriber.

After dialing in you are prompted per greeting (“voicemail number of?”) to enter the voicemail number of the desired subscriber; from here you can alternatively switch to the control mode of your own voicebox through enabling the star key.

It is possible to dial the foreign mailbox from your individual telephone as well as from any internal or external telephone. When you want to make a call via the public telephone network, dial your organization’s extension number followed by the service access number for this access mode (answering machine mode). As soon as you have entered and confirmed the valid service access number, greetings set in to guide you through the system.

Entry Keys



Function

With calls via the public telephone network:
Dial your organization’s extension number via the public telephone network, then continue with entering the service access number for the answering machine mode.

or



From any connection within your organization:
Directly enter the service number for the answering machine mode. A greeting (“message assistant of?”) then prompts you to enter the desired mailbox (voicebox) number.
Instead of entering the mailbox number you can switch to the control mode of your individual mailbox through enabling the star key.

Entry Keys	Function
then  	Entering the desired mailbox number and confirming the entry with the star key.
  	If you enter a wrong mailbox number: Press hash to delete the entire entry and subsequently repeat entering the mailbox number. Press star to confirm the new entry.

Alternative to entering the foreign voicemail number

	To switch to the control mode of the individual mailbox: Press star.
---	---

A greeting informs you as to whether you are connected to the correct mailbox and whether you can leave a message. In reply mode (a message can be left) you can execute the following functions:

Key	Function
	To record a message for the foreign mailbox: Press 5. Subsequently a greeting prompts you to start recording after the tone.

Now you can use the general functions available after recording a message:

	To finish recording a message (pause): Press star. (If required, recording can be continued after pressing key 5, thus enabling the star key also corresponds to the pause function)
	To send a message: Press star.
	To review a message: Press 2.
	To continue recording after a break: Press 5.

Key	Function
8	To set one of the message statuses (“normal”, “important”, “confidential” as well as “important” and “confidential”) available for sending your message: Press 8.
4	To dismiss the current recording and start a new one: Press 4.
#	To cancel recording and return to the main menu: Press hash.
0	To request detailed assistance on the functions possible after recording a message: Press 0.

Alternative to recording a message:

7	To establish a telephone connection: Press 7. Per greeting the receiving stations are named that you can now directly connect via telephone.
1	To connect to the operator: Press 1.
2	To connect to the representative of this mail (voicemail) box: Press 2. Remark: This function is only available if the mailbox owner has appointed a representative (the corresponding entry must exist in the voicemail database for this purpose). A representative can also be defined via the Web Admin.
3	To connect to the mobile phone of the called mailbox owner: Press 3. Remark: The mobile phone number of this subscriber must exist in the voicemail database.
*	To switch to the control mode of the individual mailbox: Press star.

Key

Function

#

To cancel the process and return to the main menu:
Press hash.

If the selected mailbox is in infobox mode (you cannot leave a message then), the currently set greeting is played after you have dialed in. While the greeting is played you can press the star key to switch to the control mode of the individual mailbox only.

7

To establish a telephone connection:
Press 7.

Per greeting the receiving stations are named that you can now directly connect via telephone.

1

To connect to the operator:
Press 1.

2

To connect to the representative of this mail (voicemail) box:
Press 2.

Remark: This function is only available if the mailbox owner has appointed a representative (the corresponding entry must exist in the voicemail database for this purpose). A representative can also be defined via the Web Admin.

3

To connect to the mobile phone of the called mailbox owner:
Press 3.

Remark: The mobile phone number of this subscriber must exist in the voicemail database.

*

To switch to the control mode of the individual mailbox:
Press star.

#

To cancel the process and return to the main menu:
Press hash.

2.4 Accessing the Individual Mailbox in Express Mode

The express mode represents a simple (fast) playback mode. It is particularly useful when you want to access your mailbox while being on the road.

To ensure easy usage, only simplified message output is intended here that in addition only allows a minimum of operating functions. When you dial ERGO in this mode, message output is immediately started with the first message (with message header and the ensuing message). All messages are then put out in sequence. If the used telephone is a device that transmits dial information digitally or per DTMF (tone dialing), you can enable arbitrary keys to trigger two functions:

1. Termination of the played message with a subsequent skip to the next one and
2. direct call-back to the message originator (only possible if their calling number has been transmitted resp. if this number is already known in the system).

Older devices still operating with pulse dialing require a separate tone generator, sometimes used for remote answering machine query, to directly enter the command tones via the telephone microphone.

In order to access the individual mailbox in express mode, two prerequisites must be fulfilled:

1. You need the special number defined for express mode access that, as the case may be, is obtainable from your system administrator, and
2. the telephone terminal devices, from which access to your mailbox is to be permitted, require a particular specification (trusted numbers).

After you have successfully dialed in, message output starts without special legitimization per mailbox number or PIN.

You can initiate the following functions during message output:

Key	Function
☐	To skip to the next message to be put out: Press an arbitrary key once.
☐ ☐	To initiate a call to the originator of the currently played message: Press an arbitrary key twice within a specific interval. The interval is determined by the system but, if required, can be customized via configuration settings.

2.5 The Forwarding Mode

The forwarding mode is the answering machine function that allows leaving a message when incoming phone calls are rerouted to the mailbox. The corresponding mailbox is assigned via the redirected number.

Otherwise the operating options are identical with those already introduced with the answering machine mode (see "Dialing a Foreign Mailbox (Answering Machine Mode)" on page 49).

3 Operating ERGO (Short Reference)

Starting point for the overview of functions and how to initiate them is in this short reference that you are already in the corresponding mode (after selecting the access code number and, as the case may be, the mailbox (voicebox) number and your PIN).

3.1 Control Mode

3.1.1 General Settings in Control Mode

Key sequence	Function
2	Calls the “message playback” menu
5	Calls the “recording and sending new messages” menu
7	Calls the “connecting” menu
8	Calls the “message options” menu
9	Calls the “mailbox options” menu
* 9	Activates/deactivates Automatic Speech Recognition (ASR)
0	Activates detailed help greetings on this menu

3.1.1.1 Listening to Received, already Read Messages

Key Sequence	Function
2	Calls the “message playback” menu

During Message Header Output

Key Sequence	Function
2	Cancels the current playback and puts out the message directly
1	Cancels the current playback and puts out the previous message
3	Cancels the current playback and puts out the next message
9	Cancels the current playback and deletes the message

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#

Cancels the process and takes you back to the main menu

0

Activates detailed help greetings on this menu

8

Skips to the end of a message and calls operating options

5

Enables immediate message reply and recording of a reply text

*

Finishes recording

2

Plays the recording

5

Continues recording

4

Dismisses the recording and starts re-recording

#

Cancels recording of a reply

8

Determines a status (normal or important)

0

Activates detailed help greetings on this menu

*

Sends the recording

Alternative operating options (after enabling key 8)

8

Forwards the current message, enables reply text recording

+

*

Enables entry of a recipient calling number; entry confirmation with star key

#

Deletes the calling number entry if required for re-entering a new one

Repeat this process to forward a message to several subscribers

*

Finishes recipient selection. Subsequently you can record a comment

*

Finishes recording of a comment and sends it; back to the operating options

2

Plays a comment

5

Continues comment recording

4

Dismisses comment recording and starts re-recording

#

Cancels comment recording

8

Determines a status (normal or important)

0

Activates detailed help greetings on this menu

*

Sends a message with comment

Alternative operating options (after enabling key 8)

2

Takes you back to the main menu and restarts message output

1

Takes you back to the main menu and plays the previous message

3	Takes you back to the main menu and plays the next message
9	Takes you back to the main menu and deletes the current message
7	Directly initiates a return call to the originator
#	Cancels the process to return to the main menu
0	Activates detailed help greetings on this menu

While a Message is put outt

Key sequence	Function
2	Restarts the current playback after you have enabled the pause key
1	Cancels the current playback and puts out the previous message
3	Cancels the current playback and puts out the next message
5	Stops the current playback (pause)
4	Rewinds the current playback by 8 seconds
6	Runs forward the current playback by 8 seconds
9	Cancels the current playback and deletes the message
#	Cancels the process to return to the main menu
0	Activates detailed help greetings on this menu
8	Skips to the end of a message and calls operating options
5	Enables immediate message reply and recording of a reply text
*	Terminates recording
2	Plays the recording
5	Continues recording
4	Dismisses the recording and starts re-recording
#	Cancels recording a reply
8	Determines a status (normal or important)
0	Activates detailed help greetings on this menu
*	Sends the recording

Alternative operating options (after enabling key 8)	
8 ⌘	Enables forwarding the current message and recording a reply text
⌘ *	Enables entering a recipient calling number and confirming with star
⌘ #	Deletes the calling number entry if required and enables entering a new one
Repeat this process for forwarding to several subscribers	
⌘ *	Finishes recipient selection. Subsequently you can record a comment
⌘ *	Finishes recording of a comment and sends it; back to the operating options
2	Plays the comment
5	Continues comment recording
4	Dismisses the comment recording and starts re-recording
⌘ #	Cancels comment recording
8	Determines a status (normal or important)
0	Activates detailed help greetings on this menu
⌘	Sends a message with comment
Alternative operating options (after enabling key 8)	
2	Takes you back to the main menu and restarts message output
1	Takes you back to the main menu and plays the previous message
3	Takes you back to the main menu and plays the next message
9	Takes you back to the main menu and deletes the current message
7	Directly initiates a return call to the originator
⌘ #	Cancels the process to return to the main menu
0	Activates detailed help greetings on this menu

3.1.1.2 Recording and Sending a new Message

Key sequence	Function
5	Calls the “recording and sending new messages” menu

After the “Recipient ?” system greeting:

		Enables entering a recipient calling number and confirming with star
		Deletes the calling number entry if required and enables entering a new one
		Repeat this process for forwarding to several subscribers
		Finishes recipient selection. Subsequently you can record the message
		Finishes message recording and takes you back to the main menu
		Plays the recording
		Continues recording
		Dismisses the recording and starts re-recording
		Determines a status (normal or important)
		Cancels message recording and takes you back to the main menu
		Activates detailed help greetings on this menu

3.1.1.3 Calling an Arbitrary Subscriber

Key sequence	Function
	Calls the “connecting” menu

Entering the calling number of the desired subscriber

		Enables entering a recipient calling number and confirming with star
		Deletes the calling number entry if required and enables entering a new one
		or before the calling number is entered
		Connects to the operator
		or
		Cancels the process to return to the main menu

3.1.2 The Standard Menu in Control Mode

3.1.2.1 Mailbox Options Setting

Key sequence	Function
[9]	Calls the “mailbox options settings” menu

Recording a Greeting

Key sequence	Function
[1]	Enables recording a greeting (with subsequent output of the current greeting)
[5]	Starts recording a greeting (after pressing the key you can record your text)
[*]	Finishes recording a greeting
[*]	Finishes and activates recording a greeting
[2]	Plays the recorded greeting
[5]	Continues recording a greeting
[4]	Dismisses the recording and starts re-recording
#	Cancels message recording and takes you back to the mailbox menu
[0]	Activates detailed help greetings on this menu
Alternative operating options (after output of the current greeting)	
[*]	Maintains the current greeting and takes you back to the mailbox menu
#	Deletes the current greeting and takes you back to the mailbox menu

Recording the Individual Name

[2]	Individual name recording (with subsequent output of the current name greeting)
[5]	Starts recording the name greeting (after pressing the key you can record the name)
[*]	Stops recording the name greeting
[*]	Finishes and activates recording the name greeting
[2]	Plays the recorded name greeting
[5]	Continues recording the name greeting
[4]	Dismisses the name recording and starts re-recording

-  Cancels recording the name greeting and takes you back to the mailbox menu
-  Activates detailed help greetings on this menu
- Alternative operating options (after output of the current greeting)**
-  Maintains the current name greeting and takes you back to the mailbox menu

Further Mailbox Option Functions

-  Switches to the enhanced mode
-  Requests detailed greetings on the mailbox options
-  Cancels the process and takes you back to the main menu

3.1.3 Settings in the Enhanced Menu

3.1.3.1 Message Options

Key Sequence	Function
	Calls the message option settings menu

Installing the Notification Function

Key Sequence	Function
	Initiates selection of the mobile phone to be addressed by the notification
	Enables entering a calling number
	Confirms the calling number and takes you back to the “message options” menu
	Cancels the process and takes you back to the “message options” menu
	Initiates activation of the notification
	Activates the notification for incoming voice messages
	Activates the notification for incoming fax messages
	Activates the notification for incoming e-mails

#	Cancels the process to return to the “message options” menu
0	Activates detailed help greetings on this menu
3	Enables definition of further message options
1	Switches the output sorting sequence from system to user defined
2	Switches the output filtering from system to user defined
3	Allows the “urgent” attribute for incoming messages
4	Allows the “confidential” attribute for incoming messages
#	Cancels the process to return to the message options menu
0	Activates detailed help greetings on this menu
Alternative functions in the “message options” menu	
0	Activates detailed help greetings on this menu
#	Cancels the process to return to the main menu

3.1.3.2 Mailbox Options Definition in the Enhanced Menu

Overview of Functions in the Mailbox Options Menu

Key sequence	Function
9	Calls the “mailbox options settings” menu
1	Switches to the “greetings” menu
2	Switches to the “individual name recording” menu
3	Switches to the “defining trusted numbers” menu
4	Switches to the “selecting the menu guide language” menu
5	Calls the” PIN modification” menu
9	Toggles to the standard mode
0	Activates detailed help greetings on this menu
#	Takes you from the “mailbox options” menu back to the main menu

Recording Greetings

Key sequence

Function

[9]

Calls the “mailbox options settings” menu

[1]

Switches to the “greetings” menu

Key sequence

Function

[1]

Switches to the “recording greetings” menu

[*]

Enables selection of a greeting storage location (1...9)
 Subsequently the greeting stored there is put out

[5]

Enables recording a new greeting text

[*]

Finishes greeting recording

[*]

Finishes greeting recording and takes you back to the “greetings” menu for activation

[2]

Plays the greeting recording

[5]

Continues greeting recording

[4]

Dismisses the recording and starts re-recording

[#]

Cancels message recording and takes you back to the mailbox menu

[0]

Activates detailed help greetings on this menu

Alternative operating options (after current greeting output)

[*]

Maintains the current greeting and takes you back to the mailbox menu

[#]

Deletes the current greeting and takes you back to the mailbox menu

[0]

Activates detailed help greetings on this menu

Alternative functions before entering the storage location

[0]

Activates detailed help greetings on this menu

[#]

Cancels the process to return to the “recording greetings” menu

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Activating Greetings

Key sequence	Function
9	Calls the “mailbox options settings“ menu
1	Switches to the “greetings“ menu

Selecting a greeting

Key sequence	Function
2	Switches to the “activating greetings“ menu
	Enables selection of a greeting storage location (1...9) Subsequently the greeting stored there is put out
1	Uses the greeting for internal calls and takes you back to the “activating greetings“ menu for definition of a greeting with external calls
2	Uses the greeting for external calls and takes you back to the “activating greetings“ menu for definition of a greeting with internal calls
3	Uses the greeting for internal and external calls
#	Cancels the process to return to greeting selection
0	Activates detailed help greetings on this menu
Alternative functions before entering a storage location	
0	Activates detailed help greetings on this menu
#	Cancels the process to return to the “greetings menu“

Alternative Functions in the Greetings Menu

3	Toggles answering machine/infobox mode
0	Activates detailed help greetings on this menu
#	Cancels the process to return to the “mailbox options“ menu

Recording an Individual Name

Key sequence	Function
[9]	Calls the “mailbox options“ settings menu
[2]	Switches to the “individual name recording“ menu
All further processes are identical with those described from page 60	

Defining Trusted Numbers

Key sequence	Function
[9]	Calls the “mailbox options“ settings menu
[3]	Switches to the “defining trusted numbers” menu

Key sequence	Function
	Enables selection of a trusted number storage location (1...9) Subsequently the trusted number stored there is put out
	Enables entry of the new trusted number for the selected storage location
[*]	Stops entering the trusted number in the selected storage location
[#]	Corrects the trusted number in the selected storage location
or, instead of entering digits	
[#]	Cancels the process to return to the “defining a trusted number“ menu
or	
[*]	Selects a trusted number from the MRS database (if available there) for the selected storage location
[1]	Copies the calling number from the “business phone” database field
[2]	Copies the calling number from the “mobile phone” database field
[3]	Copies the calling number from the “private telephone” database field
[4]	Copies the calling number from which a call is being made

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-  Cancels the process to return to the “defining trusted numbers” menu
-  Deletes the trusted number from the selected storage location
-  Activates detailed help greetings on this menu

Alternative to entering a storage location for the trusted number

-  Cancels the process to return to the “mailbox options” menu
-  Activates detailed help greetings on this menu

Selecting the User Guidance Language

Key sequence	Function
	Calls the “mailbox options settings” menu
	Switches to the “selecting the menu prompts language” menu. Subsequently you are informed as to which languages are available and about the code numbers you need to enter to make your selection.
	Entering the code number for the desired language (1...N)
	Activates detailed help greetings on this menu
	Cancels the process and maintains the set greeting language to return to the “mailbox options” menu

Changing a PIN

Key sequence	Function
	Calls the “mailbox options” settings menu
	Calls the “changing the PIN” menu
	Entering the new PIN depending on the defaulted number of digits
	Finishes entering the new PIN

#	Cancels entering the new PIN for correction and takes you back to the “mailbox options“ menu
⌘	Re-entering the new PIN for confirmation
*	Finishes entering the PIN to return to the “mailbox options“ menu
#	Cancels entering the new PIN for correction and takes you back to the “mailbox options“ menu

3.1.4 Extended Menu

The extended menu, released by the system administrator if users do not have a client (GUI), offers additional mailbox options settings (besides those already available in the enhanced menu), when you switch to the enhanced mode. These settings are detailed functions to be activated with greetings.

Key sequence	Function
9	Calls the “mailbox options settings“ menu
1	Switches to the “greetings” menu“
2	Switches to the “activating greetings“ menu

3.1.4.1 Settings in the “Activating Greetings“ Menu (Overview)

Key sequence	Function
1	Enables definition of daytime mode greetings
2	Enables definition of nighttime mode greetings
3	Enables definition of time settings
4	Checks the settings
0	Activates detailed help greetings on this menu
#	Cancels the process to return to the extended menu

3.1.4.2 Description of Additional Settings in the Extended Menu

Definitions for Greetings to be Played during Business Hours

Key sequence	Function
1	Enables defining daytime mode greetings
1	Enables defining separate greetings for internal and external calls
	Selecting greetings for internal calls (1...9). Subsequently the selected greeting is played
1	Sets the mailbox to info mode (greeting output only)
3	Sets the mailbox to answering machine mode (a message can be left)
0	Activates detailed help greetings on this menu
#	Cancels the process to return to greeting selection
subsequently	
1	Determines that the greeting cannot be interrupted by any entry
3	Determines that the greeting can be interrupted
0	Activates detailed help greetings on this menu
#	Cancels the process to return to greeting selection
	subsequently Selecting greetings for external calls (1...9). Subsequently the selected greeting is played
1	Sets the mailbox to info mode (greeting output only)
3	Sets the mailbox to answering machine mode (a message can be left)
0	Activates detailed help greetings on this menu
#	Cancels the process to return to greeting selection
subsequently	
1	Determines that the greeting cannot be interrupted by any entry
3	Determines that the greeting can be interrupted
0	Activates detailed help greetings on this menu
#	Cancels the process to return to greeting selection

Alternative to selecting greetings for internal and external calls	
0	Activates detailed help greetings on this menu
#	Cancels the process to return to the “defining settings for daytime/nighttime mode“ menu
if the greeting for internal and external calls is to be the same	
3	Enables definition of the same greeting for internal and external calls
■ ■ ■	Selecting the greeting (1...9). Subsequently the selected one is played.
1	Sets the mailbox to info mode (greeting output only)
3	Sets the mailbox to answering machine mode (a message can be left)
0	Activates detailed help greetings on this menu
#	Cancels the process to return to greeting selection
subsequently	
1	Determines that the greeting cannot be interrupted by any entry
3	Determines that the greeting can be interrupted
0	Activates detailed help greetings on this menu
#	Cancels the process to return to greeting selection

Definitions for greetings to be played out of business hours

Key sequence	Function
2	Enables definition of nighttime mode greetings
1	Enables definition of separate greetings for internal and external calls
■ ■ ■	Selection of the greeting for internal calls (1...9). Subsequently the selected greeting is played.
1	Switches the mailbox to info mode (greeting output only)
3	Switches the mailbox to answering machine mode (a message can be left)
0	Activates detailed help greetings on this menu
#	Cancels the process to return to greeting selection
subsequently	

- [1]** Determines that the greeting cannot be interrupted by any entry
- [3]** Determines that the greeting can be interrupted
- [0]** Activates detailed help greetings on this menu
- #** Cancels the process to return to greeting selection



subsequently

Selecting the greeting for external calls (1...9). Subsequently the selected greeting is played.

- [1]** Sets the mailbox to info mode (greeting output only)
- [3]** Sets the mailbox to answering machine mode (a message can be left)
- [0]** Activates detailed help greetings on this menu
- #** Cancels the process to return to greeting selection

subsequently

- [1]** Determines that the greeting cannot be interrupted by any greeting
- [3]** Determines that the greeting can be interrupted
- [0]** Activates detailed help greetings on this menu
- #** Cancels the process to return to greeting selection

alternative to selecting a greeting for internal and external calls



- [0]** Activates detailed help greetings on this menu
- #** Cancels the process to return to the “defining settings for daytime/nighttime mode“ menu

if the greeting for internal and external calls is to be the same



Enables definition of the same greeting for internal and external calls
Selecting the greeting (1...9). Subsequently the selected one is played.

- [1]** Sets the mailbox to info mode (greeting output only)
- [3]** Sets the mailbox to answering machine mode (a message can be left)
- [0]** Activates detailed help greetings on this menu
- #** Cancels the process to return to greeting selection

subsequently

- [1]** Determines that the greeting cannot be interrupted by any entry

3	Determines that the greeting can be interrupted
0	Activates detailed help greetings on this menu
#	Cancels the process to return to greeting selection

Setting Time Definitions (Valid for Daytime and Nighttime Mode)

Key sequence	Function
3	Enables definition of times for the above defined greetings to become active. The currently set times are put out beforehand.
1	Enables definition of the daytime mode starting time
	Entering daytime mode starting time (entry format: hhmm . Example: a greeting to become active from half past seven in the morning requires the following entry: 0730). Subsequently you are taken back to the “defining settings for daytime/nighttime mode“ menu.
3	Enables definition of the nighttime mode starting time
	Entering nighttime mode starting time (entry format: hhmm . Example: a greeting to become active from half past six in the afternoon requires the following entry: 1830). Subsequently you are taken back to the “defining settings for daytime/nighttime mode“ menu.
0	Activates detailed help greetings on this menu
#	Cancels the process to return to the “defining settings for daytime/nighttime mode“ menu

Checking Settings

Key sequence	Function
4	Branches to the “daytime/nighttime definitions output“ menu

1

Puts out daytime definition settings. Subsequently the following settings are given out in sequence:

1. Set daytime mode greeting for internal calls
2. Whether this greeting can be interrupted or not
3. Set daytime mode greeting for external calls
4. Whether this greeting can be interrupted or not

Subsequently you are taken back to the “selecting greetings for internal and external calls” menu to modify settings there as the case may be.

2

Puts out nighttime definition settings. Subsequently the following settings are given out in sequence:

1. Set nighttime mode greeting for internal calls
2. Whether this greeting can be interrupted or not
3. Set nighttime mode greeting for external calls
4. Whether this greeting can be interrupted or not

Subsequently you are taken back to the “selecting greetings for internal and external calls” menu to modify settings there as the case may be.

3

Puts out starting time settings for daytime/nighttime mode. First the daytime settings starting time is given out followed by the one for night time mode. Thereafter you are taken back to the “defining settings for daytime/nighttime mode” menu.

0

Activates detailed help greetings on this menu

#

Cancels the process to return to the “defining settings for daytime/nighttime mode” menu

3.2 Answering Machine Mode

After dialing in, the answering machine mode allows access to a foreign mailbox by means of a special access code number. Depending on the settings performed by the mailbox owner, two modes are possible:

1. Answering machine mode that allows you to leave a message and
2. infobox mode that only enables listening to a greeting.

When you have dialed in with the corresponding service code number (the greeting: “message assistant of ?” is then put out), you can use the following operating options, provided the mailbox is in “answering machine mode”:

Key sequence	Function
	Enables dialing the mailbox number of the desired subscriber
	Finishes dialing the mailbox number. Consequently the greeting of this mailbox is played.
	Alternative to finishing the digit entry Cancels the process for correction of the mailbox number and takes you back to mailbox selection
	Switches directly to the control mode main menu for the individual mailbox instead of mailbox number dialing.
	After greeting playback Enables recording a message for this mailbox
	Finishes recording (pause)
	Plays the recording. Consequently your message is put out.
	Continues recording
	Dismisses the recording and starts re-recording
	Cancels reply recording and takes you back to mailbox selection
	Determines a status (normal or important)
	Activates detailed help greetings on this menu
	Sends the recording
	Establishes a connection to an arbitrary subscriber
	Connects to the operator
	Connects to the representative
	Connects to the mobile phone of the mailbox owner
	Cancels the process to return to the menu after greeting playback.
	Switches to the control mode of the individual mailbox
	Cancels the process and takes you back to foreign mailbox selection

When you have dialed in with the corresponding service code number (the greeting: “message assistant of ?“ is then put out), you can use the following operating options, provided the mailbox is in “infobox“ mode:

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Key sequence	Function
	Enables dialing the mailbox number of the desired subscriber
	Finishes entering the mailbox number. Consequently the infobox greeting of this mailbox is played. When the end of the greeting has been reached, connection to this foreign mailbox is automatically cleared.
	During the infobox greeting output Switches directly to the control mode main menu for the individual mailbox instead of mailbox number dialing.
	Switches directly to the control mode main menu for the individual mailbox instead of mailbox number dialing.

3.3 Forwarding Mode

If you have your telephone rerouted to the individual mailbox, a caller is automatically put through to this mailbox, thus without special access code number. Depending on the mode your mailbox is in (answering machine mode or infobox mode), the caller has the following operating options.

3.3.1 In Answering Machine Mode

Key sequence	Function
	While the greeting is put out Cancels the greeting and switches directly to the control mode main menu for the individual mailbox
	After greeting playback
	Immediate recording of a message in the mailbox
	Finishes recording (pause)
	Plays the recording. Consequently your message is put out.
	Continues recording
	Dismisses the recording and starts re-recording
	Cancels recording a reply and clears the connection
	Determines a status (normal or important)



Activates detailed help greetings on this menu
 Sends the recording and clears the connection

3.3.2 In Infobox Mode

Key sequence

Function



During greeting playback

Cancels the greeting and switches directly to the control mode main menu for the individual mailbox

After greeting output the connection is automatically cleared

3.4 Express Mode

The express mode can only be reached from previously defined trusted numbers and enables particularly easy access to the individual mailbox. Easy access means here that as soon as you have dialed the corresponding number, message playback (first the message header, then the actual message (body)) is automatically started.

Operate this mode by pressing an arbitrary key .

Only two commands are available:

Key sequence

Function



While the message is put out (header and body)

Stops the current playback and skips to the next message (press an arbitrary key)

Establishes direct connection to the originator of the message currently played (press an arbitrary key twice in short succession). The time slot in which twice enabling a key is interpreted as a single command has a duration of 1000 ms (default value after the installation) and can be modified via configuration if necessary.

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4 Configuring ERGO

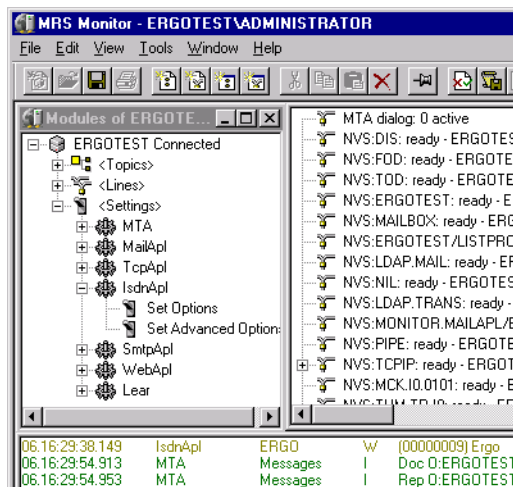
4.1 General

Configuration defaults and the definition of service access numbers are, as described in chapter “Installing ERGO”, already entered in Setup. This requires reservation of three calling numbers for ERGO (one for the control mode, one for the answering machine mode and one for the express mode) for redirected operation (there are not sufficient calling numbers for all users). If extension ranges have been defined, a separate calling number needs only to be kept ready for the express mode.

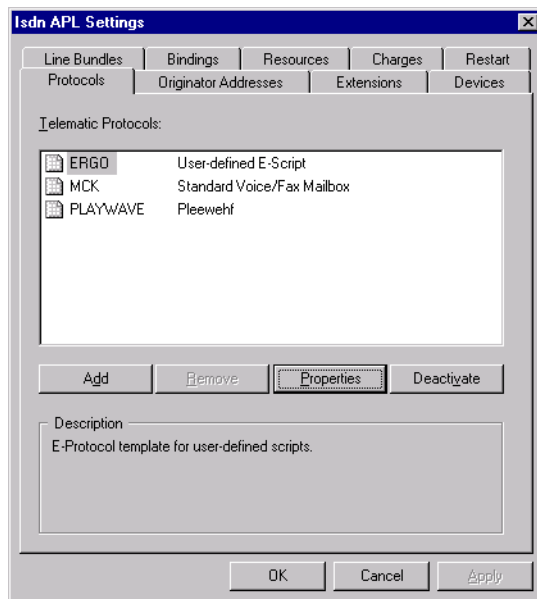
Since with the installation all parameters have already been default set with reasonable values, subsequent configuration can only be some sort of fine tuning. This is then performed via the corresponding configuration dialogs of the ERGO script.

The ERGO script as protocol always runs in a telematic APL context. Therefore ERGO configuration tabs are reached when you open one of these APLs’ (for example IsdnApl or DlgApl etc.) settings dialogs.

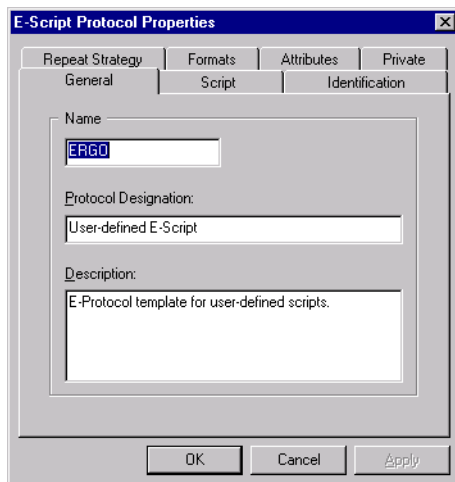
Thus the MRS Monitor must first be started for these administrative settings. In the “Modules of...” monitor window branch to the  **<Settings>** path and further e.g. to the **IsdnApl**  IsdnApl directory. There you can open the configuration tab for the corresponding APL with a doubleclick on  **Set Advanced Options**.



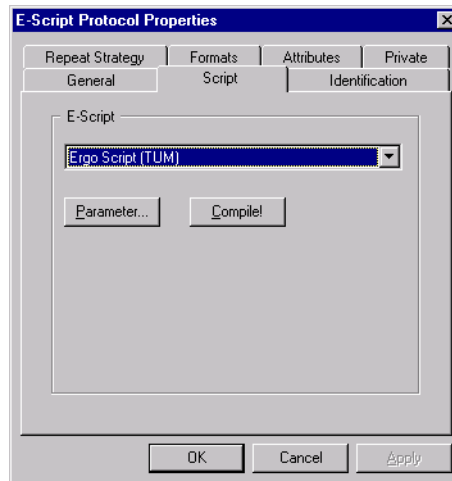
In the “IsdnApl Settings“ window now open, select the configuration dialog for telematic protocols via the “Protocols” tab. The window shows a list of available protocols that should already include the ERGO script. If it is missing there you can enable the **Add** button and select “ERGO Script (TUM)“ to subsequently integrate it from the list then displayed.



After the ERGO script has been included in the list of telematic protocols, select the ERGO entry with a click and press the **Properties** button to reach the configuration tabs for E-protocols.



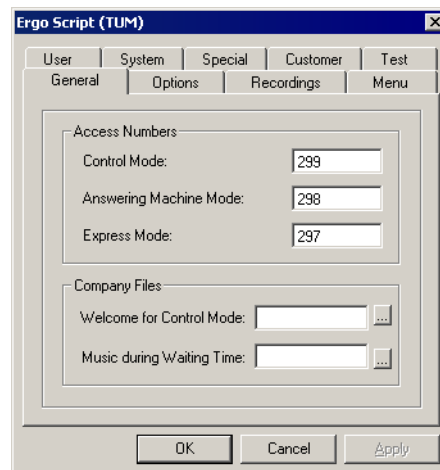
In the **General** configuration tab of the now opening dialog you find the name, the protocol designation and a short description of the protocol for information. Switch to the **Script** tab here.



In this dialog first select “Ergo Script (TUM)” in the combination field and move on to the actual ERGO configuration tabs via **Parameter....**

4.2 ERGO Configuration Tabs

4.2.1 General



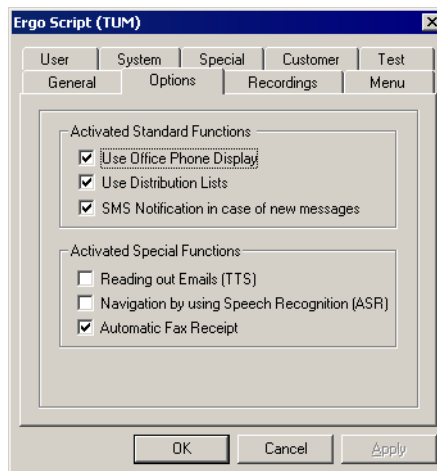
In the **Access Numbers** section of the first tab you can edit access numbers, already specified in Setup, for the single modes if alterations are required. Setup automatically assigns the first consecutive numbers of the defined extension ranges as access number for ERGO. Definition of calling numbers for control and

answering machine mode is only necessary when both modes, due to a lack of available calling numbers, have to be addressed via separate calling numbers (thus per redirected numbers, i.e. the users do not have an additional mailbox number). If extension ranges are available, the entry can be omitted since every user has a separate mailbox number then.

Under **Company Files** you can select a new welcome message under “Welcome for Control Mode“ that will be used instead of the default greeting. Open the browse dialog and select the corresponding file from the following path: <MRS-InstallationPath>\res\ergo\<LanguageDirectory>.

As in TUM (True Unified Messaging) – depending on system load – the response time to memory queries may take some time, a tune will be played during waiting times. This will signal the user that he/she is still connect to the system. You may select a waiting tune under “Music during waiting time“ (proceed as described under “Welcome for Control Mode“.

4.2.2 Options



In the **Options** tab you can generally deactivate functions if they are not needed or used resp. activate them when additional features are installed. The functions are administered by activating/deactivating the corresponding boxes. After installation, all standard functions as well as special functions, that were installed then, are already preset. The following functions can be activated/deactivated:

In the “Standard Functions Activated“ section

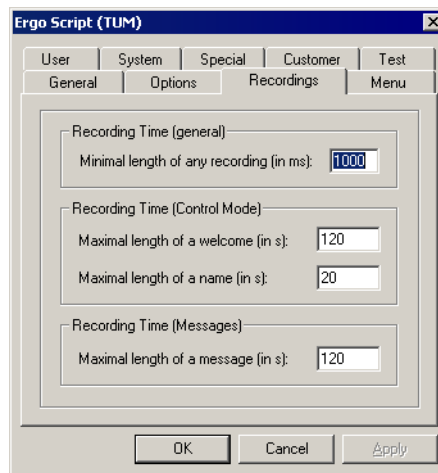
- Use of Office Phone Display: Determines whether texts are to be send to the displays of called telephones. This function should be deactivated when a PBX not supporting a display is used.
- Use of Distribution Lists: Here you can decide whether or not users are generally to be allowed to transmit messages via distribution lists. If this box is activated, each address is checked for personal or global distribution lists. If this is the case, the message will be sent to all users in the list.

- **SMS Notification in case of new messages:** Here you can prevent notifications about newly incoming messages from being sent to mobile phones per SMS for all subscribers. If this function is activated, users are able to configure their mailboxes so that will receive a SMS when a new message arrives (via the ERGO menu or with the help of the Web-Admin).

In the “Activated Special Functions“ section

- **Reading out Emails (TTS):** Serves to activate or deactivate the function of having e-mails read out by a speech converter upon message query for all users. **Remark:** If you want to have e-mails read out, a license for the speech converter and another one for release in the MRS systems needs to be purchased in addition to the standard MRS scope of delivery. The speech converter derives from a third supplier (Elan) but is also directly available via Cycos.
- **Navigation by using Speech Recognition (ASR):** This feature activates or deactivates menu operation per speech input for all users. Functions are then triggered through articulating the desired command instead of pressing a key (DTMF command).
- **Automatic Fax Receipt:**
Deactivate this checkbox if you want to suppress automatic fax message receipt. Otherwise fax messages are automatically transmitted to the user’s mailbox (or telephone) when a fax tone is recognized.

4.2.3 Recordings



In the “Recording Time (general)” section you can define the minimum length of an arbitrary recording (welcome message, name announcement or message). All recordings falling short of the period specified here are automatically dismissed. In this way you can prevent short noises from being stored as message. The adjustment range is between 500 ms and 2000 ms, the default value is 1000 ms.

The “Recording Time (Control Mode)” section is used to determine the maximum length of welcome messages and name announcements. Enter the required values (number of seconds) in the corresponding entry fields.

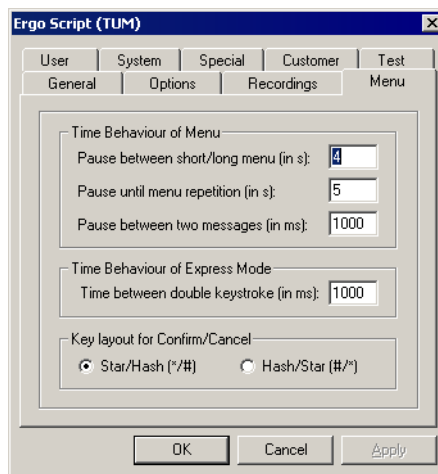
Remark: If the messages exceed the preset time, they will be cut off after the recording time has elapsed.

- The adjustment range for welcome messages is between 1 s and 999 s. The default value is 120 s. If the time entered is < 15 s, the value will be replaced automatically by the default value (120 s). The reason for this is, that 15 s before the end of the recording time, a signal tone will be played indicating that the end of the recording time is near.
- The same applies to name announcements, except that the default value is 20 s.

In the “Recording Time (Messages)” field, the maximum time allowed for messages is defined.

- The adjustment range is between 1 s and 999 s. The default value is 120 s. All other rules are the same than for welcome messages and name announcements.

4.2.4 Menu



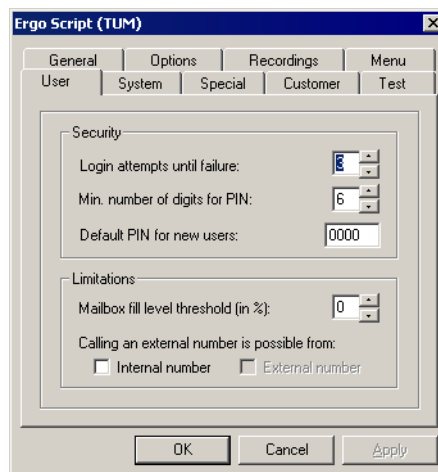
In this configuration tab the menu time behaviour is set. Additionally you can customize the interval in which the two DTMF entries have to be made to directly call an originator. See also “Accessing the Individual Mailbox in Express Mode” on page 53. Furthermore you can exchange the functional allocation of the star (*) and hash key (#) (this option is intended to meet the corresponding customer concern).

The following parameters can be set:

- Pause (in seconds) between the short/long menu:
After the complete output of system greetings in a menu, a more detailed system greeting is automatically switched to after the pause you have specified here. The adjustment range is between 1 s and 99 s, the value default set with the installation is 4 s.

- **Pause (in seconds) until menu repetition:**
Once the short and consequently the long menu have been played completely, the output procedure starts all over again after a break. The time between repetitions can be modified here. The adjustment range is between 1 s and 99 s, the default value is 5 s.
- **Pause (in milliseconds) between two messages:**
This concerns the time span between the end of the message just played and the output of the next message. The adjustment range is between 0 and 9999 ms, the default value is 1000 ms.
- **Time Behaviour in Express Mode:**
In express mode you can press an arbitrary key during message output to skip to the next message. With two keystrokes in succession (in a specific interval), a connection to the originator is immediately established. To distinguish both types of entry, the first one is followed by a short waiting period and if no second keystroke occurs, the function first mentioned is triggered. You can determine the waiting period here. The adjustment range is between 0 and 9999 ms, the default value is 1000 ms. **Remark:** If this value is set to 0, no connection can be established to the originator – when you press a key the next message is immediately switched to.
- **Key layout for confirm/cancel**
Is used to exchange the star key/hash key function. Per default you can confirm entries with the star key and cancel current operations via hash. If, however, you prefer an allocation according to international standard, the key behaviour can be exchanged here (thus: hash → entry confirmation and star key → exit).

4.2.5 User



In the “Security“ section you can modify the system defaults set for maximum permissible login attempts and the number of digits for the PIN.

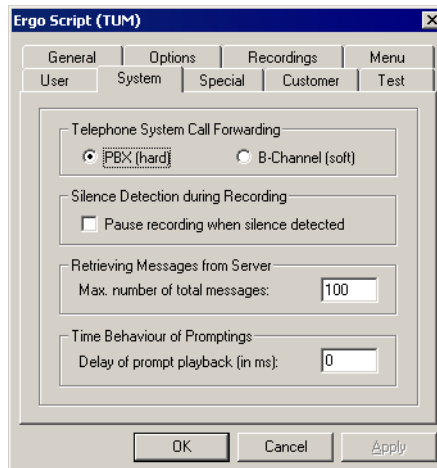
- The default number of login attempts is three, which represents a reasonable compromise as regards user-friendliness and security. You can, however, select a value between one and ten to determine how often login attempts may be performed before the call is disconnected after too many faulty entries (box numbers or PIN).
- You can adapt the number of digits for the PIN to your security concept as well. PIN definitions can range here from 1- to 23-digit. Default set is a six-digit PIN.
- “Default PIN for new users“ lets you assign a default PIN for each new user enabling a first login to the system. The user should be informed that he/she has to change the PIN immediately.

The “Limitations” section allows the following settings:

- A warning about the current mailbox fill level is issued according to the threshold you specify here. Enter the threshold value in percent. This value refers to the quota value currently assigned to the respective user in the MRS system, thus the allocated storage capacity. If no quotas have been defined, in other words, every user can occupy any desired storage capacity, the settings performed here have no effect.
- You can determine whether or not it is permitted to establish an internal connection during mailbox usage or even to call an external subscriber. You have to setup the function for internal numbers first before the option “Calling an external number is possible from“ is enabled.

4.2.6 System

Use the “System“ tab to set further settings determining the behaviour of the system.



- Telephone System Call Forwarding

The two switches in the upper portion of this tab are used to set the type of call forwarding which can occur either per PBX (direct forwarding per telephone system) or B-Channel (forwarding per PBX via

two channels of an ISDN board). The selection you make here depends on the installed PBX. If the available PBX supports direct subscriber connecting, PBX (hard switching) should be set at any rate to save resources. Only one ISDN channel is then allocated to connect to the MRS Server.

In the event that the PBX does not support establishing direct connections, call forwarding is to occur via the two B-Channels (for the MRS port and forwarding exit) so that both channels are allocated. B-Channel (soft switching) is to be selected then.

- **Silence Detection during Recording**

The associating checkbox in the middle of the dialog serves to define whether or not the system is to automatically stop the recording after it has detected that no further input is made. In this way you can reduce the file size of a voice message as breaks do no longer occupy any storage capacity then. To resume recording you need to enable the corresponding functional key.

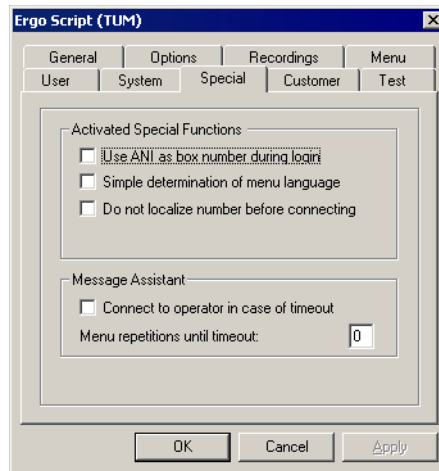
- **Retrieving Messages from the Server**

The value in this entry field determines the maximum number of messages per directory to be played when the server is queried. In very large system environments you can thus avoid slow performances caused by too many messages output from mailboxes. The adjustment range is between 0 and 999999. The default set value is 100 which should be sufficient for standard operation.

- **Time Behaviour of Promptings**

The value in the Delay of Prompt Playback (in ms) entry field allows fine tuning the greeting start. With some types of PBX it may occur that greetings immediately played after a key entry are cut off a bit when their output begins. In order to make shure that the entire greeting can be listened to, you can set a suitable delay period (adjustment range is from 0 to 9999 ms). The default set value is 0 which means that no delay is intended.

4.2.7 Special



Use this tab to setup further special functions.

“Activated Special Functions“:

- Use ANI as box number during login:

Enabling this function allows to determine an easy procedure for all users to access their own mailbox. ERGO first determines the number of the calling device (ANI). If you dial into the control mode using your own telephone, ERGO will lookup the corresponding mailbox number of this user and use it automatically (usually, you would be prompted to enter the box number first). Thus, you do not have to enter the mailbox number manually, only the access PIN has to be entered. If the calling device has been defined by the user as “trusted“, even entering the PIN becomes unnecessary – you may access the control mode directly without further inputs.

- Simple determination of menu language:

This function allows you to determine by which criteria the menu language is selected in case of a call. If it is activated, the default language is used in the control and mailbox mode. After login, ERGO will switch to the language selected by the user for his/her mailbox. If the mailbox is accessed directly, the language configured for this mailbox will be used (if no language was selected, the default setting will be used).

If this function is not selected explicitly, ERGO will try to offer the appropriate menu language depending on the access mode or the selected mailbox. If the number of the caller is not transmitted, ERGO will use the default language. If the caller’s number is transmitted, ERGO may connect the number to a known user and derive the language settings from that. If this is not possible (user unknown), the country code will be used to select the language (e.g. if the ANI starts with 49..., German will be selected, 33... French).

- Do not localize number before connecting:

In general, all numbers are localized internally before they are sent as dial information (e.g. to avoid that a connection that possibly could be setup internally will be routed as external call). This option forces ERGO to ignore this localization and to dial the number directly.

“Message Assistant“:

If the user has configure his/her mailbox so that the message assistant is activated instead of using it as answering machine only, the behaviour of the message assistant can be determined by means of two variables.

- “Connect to operator in case of timeout“

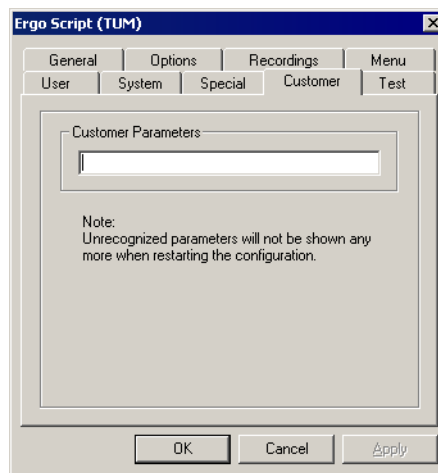
A caller uses a telephone that does not support DTMF dialing or where DTMF dialing has been disabled. He/she calls a mailbox whose user activated the message assistant. As he/she cannot make any entries that will be recognized by the system, a solution has to be found that this call will not be lost. By default, the system behaviour is designed in a way that this caller will be prompted to leave a message after a certain number of menu repetitions (via a timeout routine). If this function is activated, the call will redirected to an operator after the preset number of menu repetitions.

- “Menu repetitions until timeout“

Use this field to enter the number of menu repetitions until the call will be disconnected (timeout).

Warning: Leave this value to the default value (“0“). Usually, a caller without DTMF enabled telephone will not listen to the menu more than once as soon as he/she realizes that ERGO does not expect any input from him/her.

4.2.8 Custom



Using the entry line in this tab you can enter special, customer specific parameters.

ERGO

Configuring ERGO

For the time being the following parameter entries are available: *-extended*, *-pga* and *rmtopic* and the five parameters (*prs*=, *recplen*=, *recplvl*=, *recslen*=, and *recslvl*=) used to determine if there is a break at the moment (Silence Detection Parameters).

Remark: If several parameters are used simultaneously, they are entered in a row, separated by a blank. Entered invalid parameters are ignored and not displayed when this configuration tab is called again.

-extended

This parameter serves to release the setting options of the extended mode for all users. See also the description under "Defining Mailbox Options in the Extended Menu" on page 43. In this mode you can use far reaching mailbox options per telephone keypad if no client is available at the respective workplace. The entry of this definition is: *-extended*

-pga (Pre-Greeting-Announcement)

With this parameter string you can implement an additional welcome message for external, inbound calls. In this way you can have e.g. a company greeting played before the ERGO voice system answers the call and customers are thus immediately informed that they are connected to the right company. The associating company specific greeting is not included in the ERGO scope of delivery. If required you need to generate such a greeting yourself. Some important remarks on this:

- The greeting file to be implemented must be generated in the PCM format
- Its name must definitely be `pregreetingann.pcm` since only a greeting file with this name is played at this point.
- The directory where this greeting file must be stored is `X:\MRS\res\e\ERGO` and then in the folder according to the selected language (for example German, English (UK) or English (US)).

rmtopic (Remove MRS Monitor Topic)

If the MRS Server is setup completely, it may happen that no topic entry for ERGO monitoring can be created (in the "Components of <MRS-Server Name>" dialog) as their number is limited (max. 20). This parameter string lets you setup the MRS Server in a way that it removes some existing topics from the **IsdnApl** branch (or **DlgApl**) and replace them by ERGO as topic. This allows you to monitor ERGO's activities in a logging window.

prs=<value in 1/10 seconds> (Pre Recording Silence)

In some system environments it may happen that a signal tone (beep) at the end of the recording will be stored together with the recording. This can be avoided by entering a suitable value after this parameter. That means, the end of the recording will be mute for the time set.

The following four parameters can be used to set the thresholds for length and peak level which are required to detect breaks.

recplen=<Value> (**recplen** stands for Record Peak Length)

Defines the minimum pulse length of a signal in order to be detected as such.

Default:

recplvl=<Value> (**recplvl** stands for Record Peak Level)

Defines the minimum peak level of a signal in order to be detected as such.

Default:

recslen=<Value> (**recslen** stands for Record Silence Length)

Defines the minimum silence length of a break in order to be detected as such.

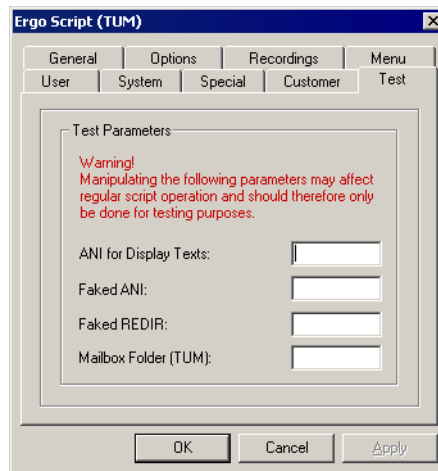
Default:

recslvl=<Value> (**recslvl** stands for Record Silence Level)

Defines the minimum silence level of a break in order to be detected as such.

Default:

4.2.9 Test



This tab is for entering some test parameters.

Attention: Please enter parameters carefully. Nonsensical entries may hamper regular ERGO operation or make it even impossible.

ERGO

Configuring ERGO

The entry fields have the following significance:

- **ANI for Display Texts:**
In this field you can enter a telephone number as address for all display texts (intended for general function checks).
- **Faked ANI:**
To serve testing purposes an arbitrary number, automatically interpreted by the system as recognized calling number for every further call, can be entered here.
- **Faked REDIR:**
Another field for testing purposes in which you can specify, similar to the faked ANI, a redirected number for call rerouting.
- **Mailbox Folder (TUM)**
Here you can explicitly define the output mailbox folder for True Unified Messageing (TUM) by entering its name.

5 Appendix

5.1 Glossary

Access Protocol Layer (APL)	Connecting the outside world to the MRS kernel occurs via so-called APLs. Through APLs the kernel of the Unified Messaging Server is provided with MRS communication protocols. APLs implement for example ISDN protocols, Microsoft Exchange gateways, TCP/IP transporters etc.
Advanced Unified Messaging (AUM)	Unified Messaging resp. Integrated Messaging extended with CTI functions (Computer Telephony Integration).
Answering Machine Mode (Guest Access)	Access to the answering machine function via a special access number that either allows leaving a message in the mailbox or only playback of an info greeting.
Automatic Number Identification (ANI)	Automatic calling number identification of the calling subscriber. The number of the calling subscriber is isolated per ANI upon its transmission. It can then be displayed or used for other purposes (for example to open a database section holding further information on the caller if these data are available).
Automatic Speech Recognition (ASR)	Via ASR it is possible to e.g. control IVR systems.
Backend (BE)	“Backend“ is a special function within MRS in connection with True Unified Messaging(TUM). It provides access to the message store, be it Microsoft Exchange, Lotus Notes or MRS. Every message store has an individual APL that fulfils this function. With the MRS system this is e.g. the Mail APL for access to the MRS message store via TUM transactions.
Computer Telephony Integration (CTI)	Computer Telephony Integration is the general technical term for connections between PBXs and computers. It is basically telephony service supported by computer technology. This means in most cases that operation and display of telephony functions at the most different PBXs can occur via an arbitrary client. To enable this, the message server must be up to date with the various operating states of the terminal telephone device and be able to pass them on to the respective client.

Control Mode or Direct Access	Describes special access to voicemail systems where users can directly access their mailboxes and perform all configurations. The most simple applications such as computer supported calling number dialing up to complete call centers can be offered as service. This includes besides supporting service features such as dialing, consulting, alternating between, conferencing etc. also the acquisition of data to compile statistics.
Control mode with standard options	See “Enhanced Menu“
Control mode with the enhanced menu	See “Enhanced Menu“
Control mode with the extended Menu	See “Enhanced Menu“
Database (DB)	A database serves to store data according to specific rules.
Dialed Number Identification Service (DNIS)	Transmission of the number originally dialed by the subscriber to trace the rout of incoming calls. This is important with reference to special calling numbers (e.g. 0190 to call a hotline) since a special number call is also transmitted by the provider (e.g. German Telecom) via the normal local loops of the individual PBX. The DNIS now enables to determine whether the caller has dialed the normal PBX extension number of a special calling number.
Dual Tone Multi Frequency (DTMF)	Multifrequency dialing process or tone dialing. The terminal device sends a sequence of frequencies in the audible tone range for transmission of the calling number from the terminal device to the PBX or to the operator in the analog network. Each digit is represented as a frequency mixture of two tones, a high and a low one (for example “One“ is generated by transmission of 1209 Hz and 697 Hz). In contrast to this, defined loop interruptions, generated by the contacts of a mechanical dial (pulse dialing, ten interruptions corresponded to a dialed 0), were formerly used to transmit dial information. In digital networks (ISDN), dial information is digitally generated and transmitted. Transmission of DTMF signals, also supported by digital telephones, can be used to call additional functions via the telephone keypad.

Enhanced Menu	Control mode partition that allows full access to the message options and permits performing all mailbox settings except the enhanced greeting functions.
Express Mode (EA)	Simple (fast) playback mode that can also be reached via a special access number (for example when you query mailbox data while being on the road). This mode requires the user to previously specify from which connection this is to occur (trusted number). The message output sequence is determined by the filter settings you have performed.
Extended Menu	Control mode partition exclusively intended for users that do not have a client at their workplace so that these users can further set their detailed mailbox options per telephone key pad. Other users should fall back on a corresponding client (for example the Web-Admin etc.) to define these functions since the configuration is relatively complex and laborious via telephone.
Forwarding Mode (Forward Access)	Answering machine function that allows leaving a message when incoming telephone calls are rerouted to the mailbox. Assignment to the corresponding mailbox occurs via the redirected number.
Frontend (FE)	“Frontend“ is a client application that realizes access to a user’s messages via True Unified Messaging transactions to a “Backend”. Examples of such applications are the ERGO and Phonemail voicemail systems.
Greeting	With a voicemail system a greeting is what a caller hears first. This can be a general salutation by the system as well as an individual message recorded by the mailbox owner. The ERGO voicemail system e.g. allows preparing up to nine such greetings. Further settings enable selecting the desired greetings from this pool according to the intended use (greetings for daytime/nighttime mode, for internal/external callers).
Integrated Messaging (IM)	Integrated Messaging synchronizes user mailboxes between the MRS Server and a foreign system such as Lotus Notes or Microsoft Exchange (inbox replication). Thus the user can access via a voicemail system also the internal messages of the respective foreign system. The more recent True Unified Messaging concept includes this function as well but without requiring double the message storage capacity.

Interactive Voice Response (IVR)	IVR can be imagined as a “voice computer”. Entries are made via a telephone’s tone dialing keys instead via keyboard. Contrary to graphic elements visible on a monitor, output occurs in the form of prepared voice recordings or synthesized greetings played by means of text-to-speech. Examples of IVR applications are voicemail systems or an automated attendant.
Mailbox	Mailbox is a data directory in which all incoming messages, be it an e-mail, a fax, a voice message or another service are stored.
Message Store	Generic term for a mail system component that contains the user mailboxes. With the MRS Server this is the Infostore APL.
Message Transfer Agent (MTA)	The MTA is a main constituent of the MRS kernel. It is responsible for managing the transmission paths of messages, dialogs and transactions.
Redirected Number (REDIR)	“Redirected Number“ is a PBX feature. An answering machine mode number is defined for a voicemail system. This enables absent mailbox owners to have calls, arriving at their telephone, diverted to the special voicemail system number. In this process the number of the originally called telephone is transmitted as Redirected Number and used by the voicemail system to divert calls to the desired mailbox.
SMS (Short Message Service)	Text transmission service per mobile phone. You can send a text message of maximal 160 characters to a mobile phone.
Standard Menu	Another control mode partition in which, for reasons of clarity in the operating menu, some functions, additional to the major ones (play-back/recording of a message and establishing a connection to another subscriber), can only be used restrictedly and others are not available at all. This mode may make it easier for new users to start operating ERGO. Users can switch to the “professional mode“ themselves at a later date.
Telematic	Derives from abbreviating and combining the terms telecommunication and informatic . It basically describes the connection between classic telecommunication services such as voice or fax and the MRS Server.

Telephone User Interface (TUI)	Describes the telephone as interface for entering voice and other data. Here the telephone does not only serve to transmit voice messages but can also be used as entry device (via the 12 keys of the keypad) and, depending on whether this function is currently supported, as display.
Text To Speech (TTS)	Conversion of a text mail into a spoken message by means of special programs. Incoming e-mails can thus be called via a Telephone User Interface (TUI).
Transaction	Mechanism within the MRS system to enable communication exchange between single components. Transactions are required if short messages need to be quickly exchanged. Examples are transaction protocols for CTI and ACD where telephone statuses are transmitted to CTI clients such as TrayPhone via transactions. <i>[Transactions within the MRS system must not be confused with database transactions!]</i>
True Unified Messaging (TUM)	True Unified Messaging describes a user mailbox access mode where via transactions messages are queried from a Backend. The Backend accesses the respective message store and delivers the mailbox data. The message store need not be the MRS owned Infostore but can also be located at Microsoft Exchange or Lotus Notes. Not until access occurs via a Frontend such as a voicemail system are data queried from the Backend and only transmitted to the MRS Server in case of a foreign system such as Microsoft Exchange or Lotus Notes. Thus TUM has the advantage that, contrary to Integrated Messaging, no double data management is required to access user data under Microsoft Exchange or Lotus Notes by means of a Telephone User Interface.

Trusted Numbers	The system considers a “trusted number” a specially defined calling number that rightly authorizes the caller to access their mailbox. Thus these numbers are special terminal device calling numbers freely definable by the user who is then able, after dialing the corresponding access code number, to access the individual mailbox without specifying a PIN. This can occur either via express or control mode (for example from the mobile phone or the private extension). In ERGO you can define up to three calling numbers as “trusted numbers“. Attention: Keep in mind that “trusted numbers“ may lead to a security problem when they get unsealed. Everybody who knows which connection has been defined as “trusted“ is in full control of the respective foreign mailbox. Therefore the system is so prepared that this function can also be deactivated. Access to the express mode, however, requires the definition of at least one trusted number
Unified Messaging (UM)	Unified Messaging describes the combination of all electronic message services (fax, e-mail, voice etc.) in one mailbox. Thereby MRS supports, besides the individual system, also the Lotus Notes, Microsoft Exchange and SAP R/3 platforms.
User Interface (UI)	User Interface is the in and output medium enabling access to arbitrary system resources. It can be a client program (for example Outlook or Communications), an administration program (e.g. MRS Monitor) or a telephone with its display and keypad in a voicemail system such as ERGO or Phonemail.
Voice Mail (VM)	Transmission of voice recordings to a mailbox. Voice recordings can be for example incoming telephone calls that are forwarded to a mailbox via call rerouting (answering machine function). Recording resp. playback occurs either via telephone or a sound card implemented in the PC.
Web-Admin	The Web-Admin is a client (operating program with graphic user interface) that allows to perform user and administrative settings at the MRS system via an Internet browser. This implies that these configurations can also be executed via Internet.

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